



Job Description

Job Title:	CoStar Executive Assistant
Department:	StoryFutures SBU
Job type:	Professional Services
Grade:	6
Accountable to:	Director of Operations, CoSTAR National Lab
Accountable for:	N/A
Purpose of the Post	
The Executive Assistant will provide a high level of professional executive and administrative support to the Directors of CoSTAR. Through the provision of this service, the post-holder will ensure the efficient operation of the CoSTAR Senior Leadership team and actively contribute to managing tasks and time such that the directors are operating optimally. As well as their operational responsibilities this post has an important representational role in dealing with staff, industry, stakeholders, other HEI institutions and VIPs.	
Key Tasks	
1. Provide efficient, high quality and confidential business, administrative and executive support to three roles: the Director, the Director of Technology, and the Director of Operations for CoSTAR National Lab. Ensuring the Senior Leadership Team members are in the right place at the right time, with the right papers, and managing office tasks (workflow) such that deadlines are met. 2. Assist the Directors in preparation for meetings/talks/visits, including finding out about events and inputting into presentations/briefings. 3. Manage a complex and busy diary for the Directors, using independent judgement to prioritise their work schedules in accordance with changing priorities. This includes liaising with internal colleagues (often of at a senior level) and external individuals and organisations. 4. Day to day tasks will include the organisation of meetings, booking venues, arranging hospitality, and making travel arrangements (including international travel and visa requirements) as necessary. 5. Facilitate and service high level committees and boards as required, taking clear, concise, and accurate minutes and following these up with a high degree of professionalism, clarity and confidentiality.	

6. Manage responses to incoming correspondence, phone calls and emails, some of which may be complex and sensitive. Identify priorities and respond appropriately (including drafting responses) or redirect to an appropriate person.

7. Create and maintain accurate electronic files with respect to central documentation for the CoSTAR Directors.

8. Develop and maintain a good working knowledge of relevant University policies and procedures, as well as organisational and committee structures across CoSTAR Network.

9. Ensure any expenditure is managed within a specified budget, and take responsibility for financial administration (requisitions, invoices, receipting, expense claims) ensuring compliance with financial and expense regulations.

General

- Provide cover to other members of the Executive Support Team when on annual leave or other absence, as necessary.
- Maintain annual leave records and assist HR with the recruitment process for senior management positions, as necessary.
- Support other duties as required, which may involve assistance with project management duties, i.e., undertaking projects and research in specific topical areas as directed by the Directors.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Person Specification

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
First Degree or equivalent experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, supported by acquiring appropriate professional or specialist knowledge.	X	
Skills and Abilities		
Experience of providing an effective and comprehensive administrative service at a senior level, which includes evidence of effective planning, prioritising, and progressing EA tasks, using independent initiative and judgement.	X	
Good working knowledge of MS Office (including Word, Excel, Power Point and Outlook) and Teams.	X	
High level organisational and prioritisation skills with the ability to manage a variety of tasks at the same time and the flexibility to cope with unpredictable volumes of work and busy periods.	X	
Experience of working in the Higher Education sector.		X
Experience of working at Board/Executive/Senior level.	X	
Ability to maintain helpful and professional standards in all situations, with demonstrable experience of working effectively under pressure while managing confidential and sensitive issues with tact and diplomacy.	X	
Experience of minute taking and report writing as well as excellent diary management skills.	X	
An excellent understanding of office and administrative procedures and experience of creating and maintaining effective electronic and paper office filing systems.	X	
Experience		
Excellent verbal and written communication skills with fluency in both spoken and written English and the ability to adjust these to suit the circumstance.	X	
Ability to work on own initiative with minimal supervision, showing a high degree of self-reliance, prioritising workload, and initiating improvements to systems and processes.	X	
A commitment to professional customer service, with the ability to communicate effectively, building relationships and networks with a wide range of internal and external stakeholders to facilitate this.	X	
Pro-active and able to work efficiently and effectively to meet deadlines, pursuing tasks until results are achieved, remaining calm under pressure.	X	

Ability to assimilate information, develop a depth of understanding of a wide variety of complex and sensitive issues.	X	
Other Requirements		
Willingness to be flexible. Track record of working collaboratively	X	
Able to work outside of normal office hours by prior arrangement	X	