

### JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Administrative Assistant HoC Office

**Accountable to:** Executive Assistant

**Contract Length:** Permanent

**Hours per week/FTE:** 35hrs /1.0 FTE

**Weeks per year:** AYR

\*this post requires an 8.30am start

**Salary:** £24,563 pa

**Grade:** 2

**College/Service:** London College of Fashion, Head of College office

**Location:** 20 John Princes Street, London, W1G 0BJ

#### Purpose of Role:

To work flexibly as a member of the team providing clerical and administrative support to the Head of College office, principally through supporting the Executive Assistant in the effective running of the office administration and maintenance of the space.

To provide support with maintenance and upkeep of the HoC office space ensuring it is kept tidy and organised to meet high standards at all times.

#### Duties and Responsibilities:

- To provide clerical and administrative support as directed by the EA (Executive Assistant) to the Head of College (HoC), with all duties to be carried out with discretion and confidentiality.
- To open promptly (8.30am) and distribute accurately incoming correspondence to support the EA to Head of College in distribution of all outgoing mail and from time to time ordering couriers.
- To undertake reception duties for the Head of College office, helping to meet and greet visitors, dealing effectively with enquiries from staff, students and the general public by telephone, e-mail and face to face, resolving routine general enquiries, referring more complex enquiries to other members of the Head of College team as appropriate.
- To arrange hospitality generally. Assisting with room bookings and providing refreshments for all HoC meetings.
- To support the EA to Head of College in duties related to preparation of relevant documentation-and related travel arrangements, and other diary related duties as directed by the EA to HoC.
- To produce high quality documentation papers, including letters, memos, reports, presentations as required.
- Supporting the EA with the HoC contacts database and assisting with the relevant filing systems for the HoC, both electronic and paper as appropriate.
- To undertake deliveries for the HoC office to the other UAL sites when required.
- To maintain an ordered office environment, ensuring office stationery and printing supplies are constant, store cupboards are kept tidy, and general housekeeping duties are regularly attended to.
- To provide absence cover for the Executive Assistant and Creative Assistant to HoC as required.
- To demonstrate a commitment to make use of all information and communications to meet the requirements of the role and promote organisational effectiveness.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting

equality and diversity in your work.

- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Head of College
- EA to Head of College
- Creative Assistant to Head of College
- Director of College Administration
- Other department PA's
- Front of house and the Estates department

**Specific Management Responsibilities**

**Budgets:** No

**Staff:** No

**Other** No

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_  
(Recruiting Manager)

**Job Title: Administrative Assistant, Head of College Office****Grade: 2****Person Specification**

Specialist Knowledge/ Qualifications	Educated to A level or equivalent qualification
	Ability to work with a high level of confidentiality
Relevant Experience	Good IT skills
	Clear, concise and accurate written English
	Administrative experience in an office environment desirable
	Experience of working in a supporting role
	Experience of providing customer service
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

**Last updated: 24/08/2018**