

JOB DESCRIPTION AND PERSON SPECIFICATION	
<b>Job Title:</b> College Executive Support Manager	<b>Accountable to:</b> Director of College Administration
<b>Salary:</b> £41,454 - £49,534	<b>Grade:</b> 5
<b>College/Service:</b> London College of Communication	<b>Location:</b> Elephant and Castle, London
<b>Contract Length:</b> Permanent	<b>Hours per week/FTE:</b> 35 hours/ 1.0 FTE
<b>Purpose of Role:</b> <ol style="list-style-type: none"> <li>1. To provide high level project management and administrative support to the Head of College (HOC) and College Executive Board and College Management Group</li> <li>2. To lead the secretariat support within the College, building an open and inclusive high-performance culture</li> <li>3. To lead on tracking the implementation of our strategic annual operating plans and other College projects requiring project planning and management</li> </ol>	
<b>Duties and Responsibilities</b> <ul style="list-style-type: none"> <li>• To manage the scheduling of College management meetings (mainly College Executive Board and College Management Group, and others as required), including determining an annual cycle of activities to be addressed, setting agendas, overseeing the preparation and distribution of supporting papers, recording the outcome of each meeting and tracking and ensuring agreed follow-up actions are undertaken. The role will act as secretary to the College Executive Board and also advise the wider College Management Group on key matters of governance within the College.</li> <li>• To develop and maintain a College calendar of key committees, meetings, and other activities and deadlines.</li> <li>• To lead and develop the secretarial support function within the College, line managing the College Executive Support Officer, the PA to the Head of College and Deans Personal Assistants.</li> <li>• To have oversight of planning and support for Equality, Diversity and Inclusion (EDI) Initiatives within the College and line manage the EDI Officer.</li> <li>• To be responsible for the effective and efficient recruitment, deployment, and appraisal of team members; including their induction, training and development as appropriate. To motivate individuals to achieve agreed objectives.</li> <li>• To provide comprehensive support to the Pro-Vice Chancellor and members of the College Executive Board for a range of College projects, utilising project management skills.</li> <li>• To prepare written communications on projects, for internal and external purposes and also for general circulation</li> <li>• To undertake desk-based research to support the College Executive Board as required, including preparation of plans, projects and data analysis to prepare any internal and external reports and inform strategic decision-making.</li> <li>• To oversee the development, monitoring and tracking of the College's annual operating plan,</li> </ul>	

collating regular reports and updates for review by the College Executive Board. This will include progress against key performance indicators (KPIs) and other metrics.

- To undertake purchasing and booking requirements in line with UAL policies and procedures, as laid down by the financial regulations, liaising with the University's finance department.
- To support the College Executive Board in the development and maintenance of a College risk register
- General support to the Director of College Administration on a range of operational matters within the College

#### **Other**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To work flexibly and be willing to undertake international travel and some occasional weekend or evening work.
- 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 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.

#### **Key Working Relationships:**

- Head of College
- Director of College Administration
- Deans
- College Executive Board
- College Management Team
- College Executive Support Officer
- PA to the Pro Vice Chancellor
- Personal Assistants to the Deans
- EDI Officer

#### **Specific Management Responsibilities**

Budgets: No

Staff: Personal Assistants, College Executive Support Officer and EDI Officer. Temporary ad hoc administrative project support as required.

Other (e.g. accommodation; equipment):

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

HERA: 001949  
Reviewed on

**Job Title:** College Executive Support Manager

**Grade: 5**

Shortlisting will be based on your how you demonstrate in your personal statement that you meet the following criteria:

Person Specification	
<b>Specialist Knowledge/Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent in an appropriate discipline.</li> <li>• knowledge and experience of project management methodology (desirable)</li> <li>• Advanced skills in Microsoft Word, Excel and PPT and advanced level of digital and data literacy</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience of strong stakeholder management and communication skills, building sustaining working relationships and networks</li> <li>• Experience of project and information management and use of planning tools</li> <li>• Experience of administrating the secretariat of high-level Board and Committee meetings including forward scheduling, the production of accurate minutes and high level partner liaison</li> <li>• Knowledge of project and planning environment</li> <li>• Skills in Microsoft Word, Excel and PPT and advanced level of digital and data literacy</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way</li> <li>• Confidence making judgements on behalf others and a strong sense of when it is appropriate to make decisions independently, and when the risks associated with a decision require the inclusion of senior leaders</li> </ul>
<b>Leadership and Management</b>	<ul style="list-style-type: none"> <li>• Experience of leading, engaging and managing teams</li> </ul>

	<ul style="list-style-type: none"> <li>• Motivates and leads a team effectively, setting clear objectives to manage performance</li> </ul>
<b>Professional Practice</b>	<ul style="list-style-type: none"> <li>• Contributes to advancing professional practice/ research or scholarly activity in own area of specialism.</li> </ul>
<b>Planning and Managing Resources</b>	<ul style="list-style-type: none"> <li>• Strong organisational skills, including an ability to be self-starting, to direct the work effectively and remain professional in a highly pressurised environment whilst dealing with conflicting priorities</li> <li>• Plans, prioritizes and manages resources effectively to achieve long term objectives.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Works collaboratively in a team and where appropriate across or with different professional groups.</li> </ul>
<b>Student Experience or Customer Service</b>	<ul style="list-style-type: none"> <li>• Builds and maintains positive relationships with students or customers</li> <li>• Experience of customer service design, using effective professional practice to support excellent applicant experience.</li> </ul>
<b>Creativity, Innovation and Problem Solving</b>	<ul style="list-style-type: none"> <li>• Suggests practical solutions to new or unique problems</li> <li>• Uses initiative or creativity to resolve problems</li> </ul>

