

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Executive Assistant to Pro Vice Chancellor/Head of Central Saint Martins

Accountable to: Executive Officer: Projects and Planning

Contract Length: Permanent

Hours per week: 35

Salary: £37,532– £44,713 per annum

Weeks per year: 52

Grade: 4

College/Service: Central Saint Martins

Location: King's Cross

Purpose of Job:

The Executive Assistant provides effective and professional administrative support to the Pro-Vice Chancellor/ Head of College (PVC/HoC) and ad hoc support to members of the College Executive as required. The postholder is expected to keep abreast of the PVC/HoC's priorities and those of the wider College Executive.

The PVC/HoC is responsible for the leadership, direction, and day-to-day operations of the College and its staff, and for delivering on a large cross-university thematic portfolio and is a member of the UAL Executive Board. This Executive Assistant role is expected to support balancing those dual responsibilities and to manage the range of internal and external stakeholders and correspondence generated. The postholder will use initiative to proactively manage the PVC/HoC diary, provide administrative project support on their behalf.

The Executive Assistant also serves as a liaison to the College Executive Group and University of the Arts London's senior management teams; organizes and coordinates executive outreach and external relations efforts.

The Executive Assistant must be creative and enjoy working within a purpose-led educational organisation that is agile, dynamic, both mission and results-driven, and community oriented. The ideal candidate will have the ability to exercise good judgment across a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple competing priorities.

The Executive Assistant will have the ability to work independently on specific projects arising from the PVC/HoC's work, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

Duties and responsibilities

- Provides personal support to the Pro-Vice Chancellor/Head of College, ensuring effective day to day management of their diary including prioritising requests, negotiating conflicting demands, scheduling meetings whilst ensuring a balance between their other duties. Prompt engagement with correspondence in all forms and always acting as an ambassador for the PVC/HoC office.
- Plans, coordinates, and ensures the PVC/HoC's schedule is followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the PVC's time and College Office.

- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the PVC/HoC, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- Works closely and effectively with the PVC/HoC to keep them properly informed of upcoming commitments and responsibilities and following up appropriately. Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the PVC/ HoC updated and informed.
- Coordinates projects that emerge from the PVC/HoC's portfolio along with those that sit within the overall Annual Operating Plan of the College. This will include scheduling meetings, recording and following-up on actions, updating project documents, etc. Also required is management a range of spreadsheets and databases.
- Manages key strategic and stakeholder relationships on behalf of the Pro-Vice Chancellor & Head of College.
- Provides a bridge for smooth communication between the College office and internal departments; demonstrating credibility, maintaining trust and offering support with senior management staff.
- Coordinates the planning of the Head of College's local, national, and international travel arrangements, including accommodation, obtaining visas and other in-country requirements. Arranging a concise itinerary, whilst adhering to the University's travel and expenses policies.
- Organises all aspects of relevant meetings, committees and appointments including room / online booking/appointments, refreshments, greeting visitors, producing briefing notes, agendas, distributing papers.
- Leads on organising internal and external events such as staff away days, including sourcing and booking venues, ordering catering, and ensuring appropriate audio-visual equipment is available, organising speakers and delegates, preparing agendas, collating, and circulating event literature and attending as necessary.
- Prepares and collates information required by the PVC/HoC: researching, producing, formatting and proof reading of reports, abstracts, presentations, and public facing documents. This requires expert use of Word, Excel and PowerPoint.
- Supports communications from and on behalf of College Executive Group, which may include drafting announcements, maintaining mailing lists and updating intranet pages in collaboration with the College communications team.
- Manages and coordinates all systems and records in accordance with the requirements of the Head of College role including the completion of monthly credit card expenses of Head of College office related orders via UAL's finance system.
- Deputises for the College Executive Officer as required, by supervising the Executive Support Team in their absence, maintaining oversight of key activities, and providing approvals e.g., for College purchases or paid annual leave.
- Supports with the scheduling of College management meetings and others as required. Working collaboratively to determine a yearly cycle of activities, setting agendas, overseeing the preparation and distribution of supporting papers, tracking, and ensuring agreed follow up

actions are undertaken by relevant colleagues.

- Uses well-developed analytical skills to identify trends, to inform decisions, solve problems and assist the Executive Support Team in work prioritisation. Including planning, providing advice/guidance and, where appropriate, training to Executive Support Team colleagues, helping them to make decisions and providing feedback.
- Perform such duties consistent with your position as may from time to time be assigned to you from anywhere within the University.
- Develops a strong working network encompassing all relevant colleagues and counterparts, both within and external to the College.
- Undertakes health and safety duties and responsibilities appropriate to the post.
- Makes 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.
- Conducts all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Commits to the University of the Arts London's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of this post.

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

- Pro-Vice Chancellor and Head of College
- College Executive Officer: Projects and Planning
- College Executive Group
- College Executive Support Team
- Director of College Administration
- Dean of Academic Strategy and Deans of Academic Programmes
- Associate Deans and Programme Directors
- Staff within the College and University
- Students
- External stakeholders

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The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Person Specification	
Specialist Knowledge/ Qualifications	<p>Proven experience as Executive Assistant/ Personal Assistant experience supporting equivalent seniority or leadership role.</p> <p>Project administration/support experience, particularly the monitoring and coordination of multiple strands of activity.</p> <p>High standard of English language proficiency and an intermediate skill level with Office 365 including Word, PowerPoint, Outlook, SharePoint, OneDrive, Excel, Teams, and a willingness to learn new systems as part of the role.</p>
Relevant Experience	<p>Managing the complex diary of an in-demand business leader, appropriately managing expectations, communicating sensitive messages, and dealing with confidential enquiries.</p> <p>Servicing multiple committees, minute-taking, demonstrating the ability to write accurately, at speed and with attention to detail.</p> <p>Experience of using online tools for diary management, financial administration - processing expense claims.</p> <p>Significant relevant office administrative experience.</p> <p>Demonstrating development through undertaking progressively more demanding and challenging work/roles.</p> <p>Staff management (or deputising) experience.</p>

Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way.
Professional Practice	<p>Commits to own development through effective use of the University's appraisal scheme and staff development process.</p> <p>Displays emotional intelligence and resilience, and is a forward-looking thinker, who actively seeks opportunities and proposes solutions.</p>
Planning and managing resources	<p>Solutions-focused with excellent planning and organisational skills, able to manage competing priorities and work with minimal supervision.</p> <p>Plans, prioritises, and manages resources (people and processes) effectively to achieve long term objectives to time.</p>
Teamwork	<p>Builds close working relationships with colleagues.</p> <p>Works collaboratively in a team and where appropriate across or with different professional groups.</p>
Student experience or customer service	Builds and maintains positive working relationships with students or customers.
Creativity, Innovation and Problem Solving	Suggests practical and innovative solutions to new or unique problems and uses initiative to creatively resolve problems.

