

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Executive Assistant to Pro Vice Chancellor/Head of Camberwell, Chelsea and Wimbledon Colleges

Accountable to: Executive Officer; Projects and Planning

Contract Length: Permanent Hours per week: 35

Weeks per year: 52

Salary: £36,352 – £43,713

Grade: 4

College/Service: Camberwell, Chelsea and Wimbledon (CCW)

Location: All three colleges sites, Chelsea, Camberwell & Wimbledon

Purpose of Job:

To provide effective and professional administrative support to the Pro Vice Chancellor/Head of College and nominated members of the wider Executive team as required. The post holder will be expected to keep abreast of the priorities of both the Head of College / Pro Vice Chancellor and the wider executive group.

The Head of College/Pro-Vice Chancellor is responsible for both the leadership, direction, and day-to-day operations of the college and for delivering on a large cross-university thematic portfolio. This role is expected to support balancing those responsibilities and to manage the range of internal and external stakeholders that it generates. The postholder will use initiative to proactively manage the HoC/PVC diary, provide administrative project support and the office on their behalf.

Duties and responsibilities

- To provide personal support to the Pro-Vice Chancellor/Head of College, ensuring effective day to day management of the diary including prioritising requests, negotiating conflicting demands, scheduling meetings whilst ensuring there is a balance between their other duties. Prompt engagement with correspondence in all forms and always acting as an ambassador for the HoC/PVC office.
- To coordinate projects that emerge from the Head of College'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 e.g., timelines, staying abreast of implications and dependencies considering and making recommendations to the HoC/PVC to avoid delivery risk.
You may also be required to manage a range of spreadsheets and databases.
- Manage key strategic relationships on behalf of the Pro-Vice Chancellor & Head of College.
- To coordinate the planning of the Head of College's local, national, and international travel including accommodation arrangements, obtaining visas and other in-country requirements. Arranging a concise itinerary, whilst adhering to the University's travel and expenses policies.
- To organise all aspects of relevant meetings, committees and appointments including room / online booking/appointments, refreshments, greeting visitors, producing briefing notes, agendas, distributing papers. Often working alongside the College executive officer.
- To co-ordinate and or lead 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

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circulating event literature.

- Prepare and collate information required by the Head of College: researching, producing, formatting and proof reading of reports, abstracts, presentations, and public facing documents. This includes expert use of Word, Excel and PowerPoint.
- To support communications for DVCE's office, which may include drafting announcements, maintaining mailing lists and updating intranet pages in collaboration with the college Communications Team.
- To manage and coordinate 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.
- To deputise for the College Executive Officer, by supervising the executive support team in their absence, maintaining oversight of key activities, and providing approvals e.g., college purchases or paid leave.
- To support the College Executive Officer 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.
- To use well-developed analytical skills to identify trends, to inform decisions, solve problems and assist the College Executive Officer 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.
- To perform such duties consistent with your position as may from time to time be assigned to you from anywhere within the University.
- To develop a strong working network encompassing all relevant colleagues and counterparts, both within and external to the College.
- To undertake health and safety duties and responsibilities appropriate to the post.
- 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).
- A commitment 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 & Head of College
- College Executive Officer

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- Executive Team
- Executive Support Team
- Director of College Administration
- School Deans
- Associate Deans
- ~~CCW Management Forum~~ CCW Senior Leadership Team
- Staff within the College and UAL
- Students
- External stakeholders



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Person Specification	
Specialist Knowledge/ Qualifications	<p>A minimum of three years' 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 O365 including Word, PowerPoint, Outlook, SharePoint, OneDrive, Excel and a willingness to learn new systems as part of the role.</p>
Relevant Experience	<p>Managing the complex diary of an in-demand individual, 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 with attention to detail</p> <p>Experience of using online tools for diary management, financial administration- processing expense claims and HR administration,</p> <p>Significant relevant office administrative experience. Demonstrating development through progressively more demanding work/ roles</p> <p>Staff management or deputising experience</p>

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Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Professional Practice	Commits to own development through effective use of the University's appraisal scheme and staff development process.
Planning and managing resources	<p>Plans, prioritises, and manages resources (people and processes) effectively to achieve long term objectives to time.</p> <p>Solutions-focused with excellent planning and organisational skills, able to manage competing priorities and work with minimal supervision</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 relationships with students or customers
Creativity, Innovation and Problem Solving	Suggests practical and innovate solutions to new or unique problems and uses initiative to creativity resolve problems.

Last updated **26/10/2022**