



Job Description and Person Specification

Summary

Job title:	Executive Support Assistant
Area:	Directorate Office
Reference:	EHA2613-1124
Grade and Salary:	£25,433 - £27,344 per annum. Grade 4, Points 15 to 18.
Contract Type:	Permanent
Hours:	Full Time (36.25 hours per week)
Location:	Campus based role. Ormskirk, Lancashire, L39 4QP
Accountable to:	Head of Directorate Office
Reporting to:	Executive Support Manager

About the Department

The Directorate Executive Support team assist the Vice-Chancellor and Directorate members in delivering upon their strategic objectives by providing a range of services including high level administrative, organisational and strategic support.

The Directorate Office is a busy environment and deals with matters of strategic importance on a regular basis. You should be able to liaise with senior internal and external stakeholders and deal with sensitive information appropriately.

About the Role

The purpose of this role is to provide high quality administrative and organisational support within a busy office environment. The role will be varied, interesting and fast paced, working within a high performing team to deliver on a broad range of tasks.

As part of this role, you will be expected to support key processes and procedures for the area. Effective communication is a crucial part of the role and you should be able to prioritise and meet tight deadlines and be prepared to be flexible with your workload.

About You

You should pride yourself on your work ethic and positive attitude in the workplace.

You must be pro-active and enthusiastic with a commitment to higher education. You should enjoy working as part of a team, as well as using your own initiative, to provide an outstanding support service to members of Directorate and Directorate Executive Support Team.

You must have excellent interpersonal and communication skills, experience of delivering customer service excellence and a commitment to continuing professional development.

Duties and Responsibilities

Executive support and customer service

1. To provide a professional, welcoming and customer focused service at all times. Customer satisfaction is to be a key priority, and you will cultivate a positive environment for internal and external visitors. This will include responding to enquiries in a professional and helpful manner, proactively dealing with visitors, providing refreshments and responding to ad hoc requests in a timely and appropriate way.
2. To provide support to the Executive Support Manager, Head of Directorate Office and Directorate members enabling a high-quality executive support service. This will include assisting and supporting the co-ordination of meeting and visit logistics for key internal and external stakeholders, technology support and the printing and collation of committee papers.
3. Work in partnership with colleagues across the University to ensure there is effective support in place for Directorate members to achieve their objectives.
4. Ensure a positive impression of the office and the University, always displaying a high level of professionalism.

Stakeholder management

1. Provide support to the Executive Support Manager in ensuring that key Directorate events and meetings are effectively organised. This will involve assisting in-depth planning, ensuring that appropriate administrative and organisational support is in place. This will include the production of detailed proposals and plans for circulation amongst internal and external contacts. Work to troubleshoot any emerging issues in relation to events or visits. This aspect of work must include post-event evaluation to ensure that visits and events are of a consistently high standard.

Supporting the implementation of highly effective business processes

1. You will support the Executive Support Manager on all Directorate Office scheduling so there is a complete programme of activity for the year. This will include assisting the Executive Support Manager with scheduling key groups and events across the year.
2. Support the development and implementation of key administrative functions within Directorate Office including comprehensive and highly accurate record keeping in relation to, key documentation, purchase ordering and tracking requests from other departments.

3. Effectively deal with correspondence received by Directorate members. This will include dealing with highly sensitive information and making appropriate referrals including escalating any matters to the Executive Support Manager and Directorate members as appropriate.
4. Identify areas where Directorate members need assistance with forward planning and problem solving and support the Executive Support Manager in troubleshooting and problem solving.
5. Lead on key office maintenance duties such as stationery requests and confidential waste disposal. You will also be the designated health and safety representative for the department.

Finance administration

1. To assist the Head of Directorate Office and Executive Support Manager in management of the office budget. This will include the maintenance of complex databases and supporting the preparation work for quarterly budget review meetings. You will also assist with planning and enhancement activity to ensure systems and processes associated with budget activity are robust and continually improving.
2. Take responsibility for certain monthly operational finance processes including department expense reconciliation.

Support for key institutional groups

1. You will be the administrative support for key institutional groups and committees as required and will have responsibility for maintaining all documentation associated with key groups including agendas, papers, annual work plans and action logs.

Project support

1. To provide project support to key areas as identified by Head of Directorate Office and the Executive Support Manager. This will require a range of project support activities as determined by the project manager and may include research support, organisation of project update meetings, and supporting the Executive Support Manager in relation to the Chancellor's visits to the University.
2. Other appropriate duties as determined by the Executive Support Manager

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; demonstrate excellent customer care; undertake appropriate learning and development; actively participate in performance review; encourage equality, diversity and inclusion; respect confidentiality; act in a sustainable manner; and proactively consider accessibility.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
A-Level/BTEC qualifications, and GCSE English and Maths equivalent to grade A* to C	Essential	Application
Evidence of continuing professional development	Desirable	Application

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of working in a busy office environment or similar	Essential	Application Supporting Statement Interview Test
Previous experience of working in Higher Education	Desirable	Application Interview
Knowledge of, or interest in, the Higher Education sector	Essential	Interview
Experience of supporting senior leaders within an organisation	Desirable	Interview
Experience in a front facing, customer service role	Essential	Supporting Statement Interview Test
Experience of supporting, or a willingness to support, key projects or groups	Desirable	Application Interview

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Excellent organisational skills	Essential	Interview Test
Liaison with internal and external stakeholders	Essential	Supporting Statement Interview
Excellent communication (written and oral) and interpersonal skills	Essential	Application Supporting Statement Interview
Proficient in the use of Microsoft Office, Excel and PowerPoint	Essential	Application
High levels of accuracy and attention to detail	Essential	Application Test
Willing to contribute positively to continuous improvement and enhancement in the workplace	Essential	Interview
Maintain confidentiality	Essential	Interview
An adaptable and flexible attitude to workload, able to work independently and as part of a team	Essential	Supporting Statement Interview Test

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?

For informal enquiries about this vacancy, please contact Charley Norton, Executive Support Manager at Charlotte.Norton@edgehill.ac.uk.

Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment clearances.
- **Right to work in the UK –** This position does not meet the eligibility requirements for sponsorship under the skilled worker route within the UK visa and immigration service's points-based system. Therefore, Edge Hill University is not able to sponsor individuals who require permission to work to carry out this position.
- **Start date:** A start date will be arranged after pre-employment checks are completed.