



Job Description and Person Specification

Summary

Job title:	Executive Support Manager
Area:	Directorate Office
Reference:	EHA1996b-1124
Grade and Salary:	£31387 - £33882 per annum. Grade 6, Points 23 to 26
Contract Type:	Fixed Term for 12 Months – Maternity Cover
Hours:	Full Time (36.25 hours per week)
Location:	Campus based role. Ormskirk, Lancashire, L39 4QP
Accountable to:	Lana Orr – Head of Directorate Office
Reporting to:	Lana Orr – Head of Directorate Office

About Directorate Office

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, it is therefore highly important that you can independently 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 executive support to the Vice-Chancellor and Directorate members within a busy, policy-influenced office environment. You will be a key point of contact for both internal and external stakeholders with a view to establishing and maintaining highly effective business relationships. You will also provide effective line management to the Executive Support Assistant.

About You

You will be pro-active and enthusiastic with a commitment to higher education and delivering outstanding executive support and line management. You will enjoy working as part of a team, as well as using your own initiative, to provide an outstanding executive support service to members of Directorate. You will pride yourself on your work ethic and positive attitude in the workplace and hold excellent interpersonal and communication skills, with experience of delivering customer service excellence and a commitment to continuing professional development.

Duties and Responsibilities

Executive Support

1. To provide, and oversee, an outstanding executive support service for Directorate members. Executive support will include a range of high-quality support services including diary management and leading the co-ordination of meetings and visits from key external stakeholders.
2. Line management of the Executive Support Assistant. This will include: determining workload, delegating tasks appropriately, providing clarity and direction, performance management and professional development in order to ensure a high-quality executive support service.
3. Responsible for supporting Directorate members with their institutional priorities as required, this will include: comprehensive minute taking, creation of action logs and production of succinct briefing documents and executive summaries, in depth research, complex reports and high-level presentations.

Developing and implementing highly effective business processes

1. You will lead on all Directorate Office annual planning and scheduling so there is a complete programme of activity for the year. To do this you will effectively manage competing internal and external demands and will be responsive to Directorate members' needs anticipating their requirements. You will take responsibility for ensuring diary management is exceptional and well executed daily.
2. Develop, implement and lead 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. Lead on Service Area Planning organisation and co-ordination for the institution. This will include creation of documentation, liaison with Service Area Heads and producing a comprehensive annual analysis report for Directorate. You will also contribute ideas for improvement in advance of each planning round and will undertake evaluation for enhancement post activity.
4. Effectively manage correspondence received by Directorate members. This will include making appropriate referrals including escalating any matters to the Head of Directorate Office and Directorate members as appropriate.

5. Identify areas where Directorate members need assistance with forward planning and problem solving. This will include consistent implementation of the diary management process, monitoring of action logs from institutional groups and committees and horizon scanning.

Stakeholder Management

1. To lead on stakeholder management for Directorate Office. This will include regular dialogue with high profile external partners. You will also lead on key internal stakeholder management priorities. For example, you will be the single point of contact and lead for Chancellor co-ordination and will collaborate with other colleagues to ensure all Chancellor related events are high quality. This will include significant collaboration, delegation and oversight of colleagues' activity across a range of departments.
2. Ensure that key Directorate events and meetings are effectively organised and of exceptional quality. This will involve in-depth planning, liaison with internal and external facilitators, 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. To ensure cross institutional events are of a high quality you will be required to deploy highly effective negotiation, prioritisation and decision-making skills.

Operational leadership for key institutional groups

1. You will be the operational lead for key institutional groups as required, including Directorate Management Group. You will be the lead for effective co-ordination and will have responsibility for maintaining all documentation associated with key groups including agendas, papers, annual work plans, meeting notes and action logs. You will take a lead in chairing meetings such as the Student Retention Network. Through this role you will role model highly effective professional support and ensure group members have clarity on how they can contribute to successful outcomes and delivery of outstanding professional support.
2. You will display proactivity to ensure the work of key groups is contributing to agreed outcomes for Directorate members. For example, you will collaborate with senior staff, and make your own recommendations, on content for agendas and medium-term projects. You will display initiative in directing activity and devising annual work plans for groups and will liaise with key staff to ensure programmed activity is focused and beneficial. You will produce clear and accessible action logs and will monitor their progress by working in partnership with colleagues outside of meetings and devising solutions to

ensure key activity is prioritised and effectively executed.

Project Support/Management

1. To provide project support to key areas as identified by Directorate members and the Head of Directorate Office. This will require a range of project support activities as determined by the project manager/leader.
2. To lead on institutional projects as required and relating to complex planning, organisation, logistics and stakeholder management. This work will require you to work across Departments, design project plans and evaluate outcomes. You will oversee progress, develop guidance for colleagues, delegate tasks and evaluate progress to ensure successful project outcomes. You will need to be adept at troubleshooting and identifying solutions to ensure projects are on track. Motivating project members and ensuring they have clarity on expectations.

Finance Management

1. Take a prominent leadership role in management of the office budget. This will include the creation and maintenance of complex databases, preparation work for quarterly budget review meetings and producing sections of the budget narrative documentation for submission. You will attend Quarterly Review and Budget Challenge meetings and contribute vital information which will assist with identifying trends and patterns. You will also lead on planning and enhancement activity to ensure systems and processes associated with budget activity are robust and continually improving.

Customer Service and Partnership Working

1. Ensure a highly professional, welcoming and customer focused service at all times utilising the Executive Support Assistant's role effectively. Customer satisfaction is to be a key priority, and queries should be dealt with in a timely and appropriate manner.
2. Collaboratively work with departments across the University to ensure there is effective support in place for Directorate members to achieve their strategic objectives.
3. Other appropriate duties as determined by the Head of Directorate Office.

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.

Internal staff wishing to apply for a fixed term role as a secondment opportunity must discuss this with their existing line manager before applying.

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 including 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
Experience of line management, or potential to fulfil line management role	Essential	Application, Supporting Statement, Interview & Test
Previous experience of working in Higher Education.	Desirable	Interview
Knowledge of, or interest in, the Higher Education sector	Essential	Interview
Experience of supporting senior leaders within an organisation	Desirable	Application, Supporting Statement, Interview & Test
Experience of dealing with a range of stakeholders	Essential	Application, Interview & Test
Experience of, or a willingness to, develop and implement highly effective business processes	Essential	Interview
Experience in a front facing, customer service role	Essential	Interview & Test
Experience of supporting, or a willingness to support, key projects or groups	Essential	Application, Supporting Statement, Interview & Test

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Excellent organisational skills	Essential	Application, Supporting statement, Interview & Test
Leadership skills	Desirable	Interview & Test
Liaison with internal and external stakeholders	Essential	Supporting Statement, Interview & Test
Excellent communication (written and oral) and interpersonal skills	Essential	Application, Interview & Test
Proficient in the use of Microsoft Office, Excel and PowerPoint	Essential	Interview
High levels of accuracy and attention to detail	Essential	Interview & Test
Proactive, forward looking and takes ownership	Essential	Application, Interview & 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	Essential	Interview

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 Lana Orr, Head of Directorate Office at Lana.Orr@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.