

<b>Post:</b>	Executive Assistant
<b>Department:</b>	Membership Support Department
<b>Responsible to:</b>	Student Voice Team Leader
<b>Hours of Work:</b>	35 hours per week, normally 9am to 5pm Monday to Friday. The post holder will be required at times to be flexible to meet organisational need, such as occasional evening working.
<b>Grade:</b>	£19,059 per year
<b>Purpose:</b>	The role is focused on providing dedicated support to the Full Time Officers and Chief Executive to ensure all secretarial and administrative tasks are handled efficiently and effectively. The role will also provide governance support and general administrative support for the organisation.

## **1. Job Description**

- a) Act as the first point of contact for the Full Time Officers and Chief Executive, screening telephone calls, enquiries and requests, and handling them when appropriate; liaising and negotiating with a range of individuals on matters and providing hospitality when required.
- b) Proactively contribute to the management of the Full Time Officers and Chief Executive's time - including diary management, organising appointments and assessing the priority of appointments and effective reallocation where appropriate, arranging meetings and travel arrangements, workflow and dealing with incoming and outgoing correspondence.
- c) Establishing and taking responsibility for a system or process to ensure that action deadlines are met by members of the Executive Committee.
- d) Support the Executive Committee and Chief Executive in the preparation of reports, presentations and papers for committees and ensure Full Time Officers seek relevant Students' Association staff support before and after key internal and external meetings.
- e) Work with the Full Time Officers to co-ordinate membership engagement activities, eg Lecture Shouts, Coffee on Campus, Students' Association on Tour etc.
- f) Work with the colleagues to ensure the Full Time Officers effectively communicate their existence, campaigns and impact, specifically working with the Full Time Officers to ensure they submit regular blogs, social media content, website content and in the creation of videos.

- g) Work with the Chief Executive and Student Voice Team Leader to proactively assist in all aspects of organisational governance, specifically supporting Trustee Board and its Sub Committees, Student Voice and the Executive Committee and Health and Safety Committee through arranging meetings, setting and distributing agendas and paperwork and recording minutes.
- h) Support the orientation, handover and induction of the Full Time Officers.
- i) Keep an accurate record of key Students' Association contacts and maintain an effective relationship with Executive Assistants within the University.
- j) To generally support wider Students' Association projects such as elections, accreditations, community engagement and freshers.
- k) To cover absences on the Welcome Desk, as and when required, including lunch cover and responding to member and visitor enquires.
- l) To lead on maintaining the Healthy Working Lives accreditation.
- m) To manage Life Membership applications.
- n) To carry out a range of administration tasks, as required, supporting all functions of the Students' Association, including providing ad hoc administrative support to senior managers.

## **2. General**

- a) As the post will require handling, processing and recording of restricted information, strict confidentiality is required to be maintained at all times.
- b) To deliver and develop targets outlined in the Strategic Plan.
- c) To fulfil any other reasonable duties in relation to your work as deemed necessary by the Student Voice Team Leader or Chief Executive.
- d) To update the Association website as and when necessary.
- e) To comply with the Health and Safety Policy in relation to your own safety and that of any other employee, student or visitor.
- f) To adhere to all Students' Association policies including HR, Disciplinary, Health and Safety, Finance, Sustainability or with any other Students' Association Policy passed at Caledonian Student Voice.

- g) To attend any meetings as and when requested and produce reports as required.
- h) To work within the values of the organisation and respect the democratic structure and nature of the Students' Association.
- i) To portray the Students' Association in a positive, proactive and professional manner.
- j) To undertake personal and professional development activities as agreed by the Chief Executive.

**Responsible to:**

- The Student Voice Team Leader for HR and line management.
- The Executive Committee and Trustee Board for policy and strategy.

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<b>Person Specification: Executive Assistant</b>	<b>E</b>	<b>D</b>	<b>Tested By</b>
<b>KNOWLEDGE AND EXPERIENCE</b>			
1. Experience of undertaking a range of administrative duties	✓		AF/I
2. Excellent verbal communication and phone manner and confident in communicating with a wide range of people at all levels	✓		AF/I
3. Computer literate in Microsoft Office Suite (Outlook, Word, Powerpoint and Excel).	✓		AF
4. Experience in organising travel and itineraries		✓	AF/I
5. Experience of diary management, planning meetings, producing papers and minute taking	✓		AF/I
6. Experience in providing effective customer facing service internally and externally	✓		AF/I
7. Experience of updating basic websites (content management systems), in using Social Networking (Facebook, Twitter and You Tube) and editing videos		✓	AF/I
<b>SKILLS AND ABILITIES</b>			
Ability to work with minimum supervision in a busy environment to meet deadlines	✓		AF/I
Student (member, client or customer) focused	✓		AF/I
Excellent people skills	✓		AF/I
Ability to use your own initiative	✓		AF/I
Adaptable and flexible in modifying work in order to achieve the best results	✓		AF/I
Excellent verbal and written communications to a wide range of people	✓		AF/I
Pays attention to detail and produces work to a high standard	✓		AF/I
Understanding and commitment to equality and diversity	✓		AF/I
Desire to work within a democratic student led environment	✓		AF/I

**AF** Application Form  
**I** Interview  
**T** Test  
**E** Essential  
**D** Desirable

Revised: January 2022