



## 1 Advertisement

**Post Title:** Director's Executive Assistant

**School/department:** Student Experience Division

**Hours:** Full time up to a maximum of 36.5 hours per week. Requests for [flexible working](#) options will be considered (subject to business need).

**Location:** Brighton, United Kingdom

**Contract:** Permanent

**Reference:** 21261

**Salary:** starting at £28,759 - £32,982 per annum, pro rata if part time.

**Placed on:** 18 September 2023

**Closing date:** 09 October 2023. Applications must be received by midnight of the closing date.

**Expected interview date:** 20<sup>th</sup> October 2023.

**Expected start date:** Immediate start

The Student Experience Division is seeking an Executive Assistant to support the Director for the Student Experience.

This is an exciting opportunity for a self-motivated administrator with strong interpersonal skills to play an important role in supporting the strategic work within the Student Experience Division. This is a high profile role working with senior colleagues from across the University, in regular contact with members the University Executive Group and Directors of Professional Services.

The work is fast-paced and integral to delivering the University's strategic objectives and operational plans for the Student Experience. You will be expected to provide high quality organisational and administrative support and will enjoy developing, implementing and managing procedures and systems to ensure that committee/meeting arrangements and materials are consistently delivered to a high standard. You will be able to maintain databases and web documents to a high level of accuracy.

Approachable and confident, with the ability to communicate effectively with a wide range of individuals, you will be expected to work well using your own initiative with a varied workload within a busy, fast paced and often environment.

You will have substantial relevant experience, excellent IT skills, and a clear understanding of the role of senior staff within university settings. You will have excellent communication, organisational and interpersonal skills, and with the ability to maintain confidentiality, you will adopt a professional, diplomatic approach to all aspects of this exciting and challenging role.

Please contact Wendy Tozer at [w.j.tozer@sussex.ac.uk](mailto:w.j.tozer@sussex.ac.uk) and she can arrange an informal conversation with the Sarah Lord Soares Head of Student Experiential Services.

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome*

*applicants from all backgrounds.*

## **2. The Division**

### **Student Experience**

Please find further information regarding the division at

<http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience>

<https://student.sussex.ac.uk/experience/award>

## **3. Job Description**

**Department:** Student Experience

**Section/Unit/School:** Student Experiential Services

**Location:** Sussex House

**Grade:** 5

**Responsible to:** Head of Student Experiential Services

**Responsible for:** Occasional temporary staff

### **Job Purpose and Overview:**

The post holder will provide a high quality comprehensive clerical and administrative support service to the Director for the Student Experience. Additionally, the post-holder will undertake desk research and lead small projects on behalf of the Director for the Student Experience, including in support of policy development led by the Directorate Policy Manager within the same team.

The post-holder will also be responsible for diary management, organising and administering meetings and events, and arranging travel when required.

The post-holder will provide a professional interface between the Director for the Student Experience, and their internal and external contacts. The post holder will be responsible for the planning, preparation and drafting of papers for Steering Groups, Boards and Committees within the remit of the Director for the Student Experience, including supporting production of reports and proposals on behalf of the Director, and managing collation and circulation of all papers for meetings chaired and led by the Director. The post holder will take minutes and notes of meetings as required, and maintain all relevant documentation (for example action logs) in line with agreed processes.

The post holder will be required to maintain office systems, including reviewing processes, identifying and implementing improvements, and ensuring adherence to all relevant protocols, including around data and information storage and sharing, and confidentiality.

#### **Main accountabilities and areas of responsibility:**

- To act as a point of liaison between the Director for the Student Experience and the wider University community and external agencies in dealing with queries and general business, requiring the development of an understanding of the nature of matters involved.
- To be the first point of contact and responsible for the overall co-ordination of institutional processes and procedures for the Student Experience Division, including the maintenance of various databases and spreadsheets, record keeping, filing and archiving of files and records.
- To maintain an up to date awareness of, and provide advice within the Division on, requirements relating to institutional processes, including strategic and operational planning processes and management of budgets, risk, data and information, supporting the Divisional Policy Manager in ensuring adherence and completion of these as required.
- To be responsible for day-to-day clerical and administrative support for the Director for the Student Experience, including complex diary and email inbox management, all meeting logistics, development and maintenance of filing systems and related IT support.
- To take minutes and action notes of decisions made at meetings, as necessary, and publish within agreed timescales.
- To be responsible for the preparation of relevant papers for meetings attended by the Director for the Student Experience, and publication of meeting papers on the University's internal IT packages as directed by the Director for the Student Experience.
- To support the smooth running of the Division including scheduling of meetings; room bookings; catering; processing of expenses; transport and hotel arrangements as necessary.
- To develop schedules of events (e.g. interview schedules and briefings of arrangements, induction for new staff).
- To maintain web content so that information about the Division is accurate and up to date.
- To undertake any other duties and responsibilities requested by the Director for the Student Experience or the Head of Student Experiential Services.

#### **4. Person Specification**

<b>Knowledge, Experience &amp; Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
• GCSE or equivalent Maths and English A* - C	X	
• Fully developed clerical skills (word processing) and experience of working with databases, documents, spreadsheets and web updating, with an emphasis on accuracy and excellent presentation	X	
• Excellent organisational skills	X	
• Excellent written, telephone and interpersonal skills	X	
• Highly developed planning and organisational skills	X	
• Experience of working in a fast paced environment with experience of undertaking complex arrangements for supporting and servicing senior level meetings and committees	X	
• Experience of event management, including planning, logistics and oversight of events 'on the day'		X
• Experience of successfully developing, implementing and managing procedures and systems, including identifying and implementing improvements	X	
• Experience of maintaining budget records and producing budget reports	X	
• Experience of managing complex diaries and multiple email inboxes	X	
• Experience of working in the HE Sector		X
• A proven ability to prepare documents to a consistently high quality and specification	X	
<b>• Skills &amp; Competencies</b>	<b>Essential</b>	<b>Desirable</b>
• Sensitivity, tact, diplomacy and the ability to remain calm when working to different priorities and under pressure	X	
• Approachable, helpful and flexible	X	
• Appreciation of the need to maintain confidentiality and keep information and data secure	X	
• Commitment to providing a high standard of service	X	
• Able and willing to learn new systems and processes	X	
• Self-motivated and proactive	X	
• A proven ability to provide a high standards of service at pace	X	

• Comfortable with routine aspects of administration	<b>X</b>	
• Proven ability to work using own initiative and solve problems	<b>X</b>	