

Job Description

Job title:	EA to the Director of Communications
Department/School:	Communications
Grade:	6
Location:	University of Bath

Job purpose

To provide a professional, pro-active and flexible Executive Assistant (“EA”) service to the Director of Strategic Communications & Engagement and to support the Communications Department (“the department”). The post involves the efficient organisation and running of their activities, and requires personal responsibility, tact, judgement, initiative, discretion and confidentiality and supports the delivery of the Communications service with pace, innovation and professionalism at its core.

The post holder will be responsible for providing proactive, comprehensive and efficient support to projects and campaigns, in addition to budget monitoring, recruitment and administrative support to the Director of Strategic Communications & Engagement and his/her Department.

The Executive Assistant may also be called upon to provide support for other members of the Department or to participate in other Departmental activities as required. The post holder will develop and maintain effective working relationships with other staff in the Communications Department and across the University, including at senior level, as well as with contacts in other institutions locally and nationally.

Source and nature of management provided

Director of Strategic Communications & Engagement

Main duties and responsibilities

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| 1. | <p>To provide a confidential and pro-active EA service directly to the Director of Communications to include:</p> <ul style="list-style-type: none"> • Liaise between persons and organisations having business with the Director. • Managing and maintaining the Director’s calendar, making appointments, scheduling meetings in the most efficient way to ensure the best use of their and others’ time. Ensuring colleagues are aware of changes that affect them in a timely manner. • To manage the Director’s competing diary priorities and make decisions in their absence on those issues that can be resolved. • Organise travel and accommodation arrangements where these are required. |
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	<ul style="list-style-type: none"> • Support the organisation of events, including all-staff town halls, and visits on behalf of the Director and the department. • Receive, process and answer queries and correspondence made in person, in writing, by email or telephone etc., liaising with the Director on any complex or sensitive matters. • Manage key departmental files, creating and maintaining electronic and hard copy filing systems. • Produce web pages and other digital content to support the work of the Director and the department. • Support the production of correspondence, papers, departmental reports, presentations and other documentation as required. • Receive external visitors on behalf of the Director. • Undertake particular activities or pieces of work on behalf of the Director.
2.	<p>Committee Work</p> <ul style="list-style-type: none"> • Organise, prepare agendas, notes and other documentation, attend and take minutes and actions as required for relevant meetings and committees. • Prepare and collate information for time critical reports, presentations, spreadsheets, and correspondence. • Monitor and follow-up actions from meetings and committees to ensure that these are completed on time. • Provide assistance to the Director and the department in the successful and efficient operation of these meetings and committees.
3.	<p>Recruitment</p> <ul style="list-style-type: none"> • Provide support to the Director and the department in the recruitment to departmental posts and the successful appointment, induction and probation completion of these new staff. • Maintain up-to-date listings of organisational structure charts.
4.	<p>Budget Monitoring and Finance</p> <ul style="list-style-type: none"> • Monitor the expenditure of the Communications budgets on behalf of the Director, keeping them informed on levels of expenditure. • Ensure efficient and timely contracting, coding, invoicing and payment for goods and services purchased by the department in line with all of the University's purchasing and financial policies and procedures. • Maintain up to date knowledge of the University finance system (Agresso) and processes to enable the correct coding and payment of all general departmental expenditure. • Investigate and resolve any anomalies, delays or issues around this and the Communications budgets.
5.	<p>Other Duties</p> <ul style="list-style-type: none"> • Support departmental monitoring and evaluation of key performance indicators, including quarterly reports. • Co-ordinate with the Communications Assistant to support key communications activities, including the weekly all staff e-mail, weekly media headlines e-mail and uploading media reports into the research portal. • Contribute to the smooth running of the office. • Provide administrative support to other staff in the department as delegated by the Director.
Such other duties as may be reasonably required, and as are commensurate with the grade of the post, including ad hoc tasks, preliminary research and supporting evaluation.	

Person Specification

Criteria	Essential	Desirable
Qualifications and training		
Educated to a standard to be able to demonstrate the underpinning to numeracy and communication / literacy requirements below.	Y	
Have received training in communications tools and techniques.		Y
Knowledge and Experience	Essential	Desirable
Significant experience of working in a senior administrative role	Y	
A strong awareness of good data management practice and requirements e.g. Freedom of Information, Data Protection / GDPR	Y	
Understanding of how to use technology to maximise the efficiency of own and others' work	Y	
Understanding of the impact of their work and the requirements of following the University's policies.	Y	
An appreciation of the challenges faced in a large, complex organisation and understands own role and how this contributes to the Communications function overall.		Y
Prior experience of working within Higher Education, or demonstrable experience of working in a complex organisation with multiple stakeholders		Y
Skills	Essential	Desirable
Excellent EA skills – able to proactively support the Director and assist them to manage their work.	Y	
Effective note-taking and typing skills to be able to provide an accurate and timely service	Y	
Effective communication skills both verbal and written	Y	
Effective interpersonal skills – able to provide information and guidance to a wide range of staff including at a senior level	Y	
Highly effective organisational skills – able to organise own work effectively and within a team to meet all required deadlines.	Y	
Effective customer service skills – able to understand and meet the requirements of internal and external customers	Y	
Computer literate with experience of digital applications, MS Word, Excel and email plus able to operate and utilise a range of systems (finance and HR software) and other packages e.g. content management systems, with appropriate training.	Y	
Able to manage pressure effectively and cope with periods of peak demand.	Y	
Ability to filter information and assess priorities for the Director	Y	

Ability to deal with highly confidential information, using tact and discretion to maintain confidentiality at all times.	Y	
Ability to generate new ideas and recommendations for change/improvement		Y
Attributes:	Essential	Desirable
Interest in communications	Y	
Committed to developing good working relationships, communications best practice and providing the best possible experience for students and staff.	Y	

Effective Behaviours Framework

The University has identified within this framework a set of effective behaviours which are fundamental to effective functioning of all staff within their posts. These behaviours do not examine technical competence, rather they identify the behaviour patterns that are valued and have been found to be consistent with high performance across the organisation. Part of the selection process for this post will be for candidates to demonstrate where they have successfully applied these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.