**Job Title:** Executive Assistant to Chief Marketing and Engagement Officer (CMEO)/Project Officer  
**Grade:** 6  
**Salary:** £27,830 to 32,236 per annum  
**Department:** External Relations  
**Hours/Contract:** Permanent, full time  
**Reference:** 771

**Role Purpose**

Using your initiative and independent judgement, you will fulfil a wide range of support functions including diary management, meeting notes and coordination, developing administrative systems and functions and offering confidential support to the CMEO.

You will be responsible for improving operational efficiency and quality of service as well as the planning and delivery of key divisional projects. These include the divisional professional development workshop and other experiential events that require significant leadership support.

<table>
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<th>Main Duties and Responsibilities</th>
<th>% Time</th>
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<tr>
<td><strong>Effectively manage the CMEO’s diary</strong></td>
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<td>• Have sole responsibility for the CMEO’s diary, understanding priorities and acting as an informed gatekeeper to ensure appropriate prioritisation of the CMEO’s time and minimising her commitment to non-significant matters.</td>
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<td>• Arrange meetings and telephone appointments with internal and external stakeholders that are often of a complex nature; proactively manage diary requests, demonstrate sound reasoning for decisions made and anticipate potential challenges by providing considered and appropriate solutions.</td>
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<td>• Take a proactive long-term approach to forward planning of the CMEO’s diary commitments to ensure prioritisation and co-ordination of diary requests.</td>
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<td>• Plan the CMEO’s travel, ensuring the most effective means of travel is adopted.</td>
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<td>• Ensure the CMEO has ample desk-time.</td>
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<td><strong>Provide proactive support to the CMEO across his/her whole remit, including overseeing the briefing of the CMEO in support of his/her role as head of External Relations, as well as in the preparation of correspondence, papers and reports</strong></td>
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<td>• Provide professional and dedicated support to the CMEO in all areas of their work, using personal judgement and initiative to work autonomously and on the CMEO’s behalf. Deal independently with complex decisions, managing situations that arise outside of University procedures with professionalism and discretion.</td>
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</table>
**Job Summary**

- Implement and maintain effective administrative processes that will ensure the smooth, efficient running of the CMEO’s Office, and that will support the effective building of positive relationships internally and externally.

- Plan deadlines at least a year in advance around core External Relations and University activity that will affect the CMEO’s time. Update the plan as new activity comes in, alerting colleagues when their assistance will be required.

- Anticipate and secure information and advice required by the CMEO to ensure he/she is fully briefed at all times.

- Take a proactive approach to requesting, co-ordinating and collating briefing papers for the CMEO’s meetings ensuring content is accurate, proportionate to the need and prepared well in advance.

- Prepare complex and sensitive documentation and correspondence on behalf of the CMEO. Proactively co-ordinate and/or write briefing papers (including papers for UEB and other senior board meetings and statements to Senate and Council for External Relations), agendas, presentations and correspondence to a consistently high standard, ensuring the contents are accurate and prepared well in advance. This will involve undertaking wider research and horizon-scanning of issues, including those requiring University action or response, and receiving and conveying information.

- Ensure the CMEO is fully prepared for every University Leadership Team meeting in a timely and consistent manner, proactively flagging and pre-empting actions and providing papers well in advance.

- Have oversight of the External Relations budgets – have a knowledge of all project codes to provide sound and consistent advice to the CMEO.

- Provide support to the CMEO to ensure all IT is fully functioning and deal with any matters arising in a timely and efficient fashion.

- Provide comprehensive secretariat support for University and External Relations meetings chaired by the CMEO - draft agendas, collate and circulate papers, produce appropriate records and ensure timely follow up of actions.

When required, provide support to the External Relations Leadership team to undertake specific high level tasks.

**Support the day-to-day running of the External Relations Office**

- Implement and maintain an annual formalised External Relations meeting schedule, encompassing Leadership meetings, Senior Team meetings, Management Away Days and team Away Days.

- Provide comprehensive secretariat support for all of the above - drafting agendas, collating and circulating papers, producing appropriate records and ensuring timely follow up of actions.

- Proactively find solutions to issues that may arise, deal with queries and advise on policies and procedures in a broad range of administrative areas.
which are often not of a routine nature.

• Supervise with the recruitment and induction of new members of staff to the Office.

• Development and management of divisional procedures to support ER’s commitment to delivering robust and streamlined process. Taking responsibility for operational decisions and the implementation of changes to administrative procedures to ensure the efficient and effective running of the Division.

• Plan, manage and deliver departmental projects such as divisional professional development and networking workshop that support wider divisional priorities. This will involve making independent operational decisions, budgetary management, report writing and liaison with external parties to build effective and successful partnerships.

• Management of the Student Interns Program working within the Division.

• Ensure the efficient and effective management of regular meetings between the Chief Marketing and Engagement Officer and their direct reports and the effective follow-up of actions from meetings.

Internal and External Relationships

• Daily interaction with the Chief Marketing and Engagement Officer and members of the Division.

• Resolution of issues and queries, recommending solutions to the problems to ensure the service within the Division is efficient and the day to day delivery of customer service is maintained.

• Head of Departments, Departmental Administrators and Academic Staff in order to arrange and record Divisional business. Liaison, communication and relationship building with other departments and schools as well as outside bodies to support and represent the Division’s activities.

• Vice Chancellor/DVC/PVCs, all of Corporate Services Divisions to ensure work of the Division is supported and facilitated appropriately.

• Maintain a network of contacts through established and routine connections, knowing who to liaise with on key issues both internally and externally, and representing the Division when required (e.g. to high level visitors).

Planning and Organising

Manage the development and delivery of the CMEO’s projects to deliver and contribute to the success of the External Relations strategy and associated plans, working in collaboration with the CMEO and Senior Team where necessary.

Tasks will include:

• Facilitating activity and decision making to define project scope, goals, deliverables and success criteria

• Defining project tasks, schedules and resource requirements

• Managing the activity of internal and external project leads
Job Summary

- Initiating project meetings
- Developing project documentation for the CMEO, including milestone and operational project plans
- Reporting on project progress as appropriate
- Identifying project risks and issues
- Analysing and interpreting data and reports so that they can be included in management reports as necessary
- Co-ordination and distribution of information as appropriate.

Qualifications, Knowledge and Experience

Essential

- Educated to degree level or equivalent or have broad vocational experience, acquired through a combination of job related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.*
- Excellent interpersonal and communication skills. Proven ability to work on own initiative and to liaise effectively with a broad range of people. A mature and discreet attitude is necessary as well as the ability to prioritise and deal with high volumes of work without supervision. Advanced diary management skills are essential.

Desirable

- Working knowledge of relevant systems, equipment, processes and procedures including standard software packages.

*Criteria to be used in shortlisting candidates for interview

Skills, Abilities and Competencies

Essential

- Excellent IT skills including Work, Excel, Access, Powerpoint, email and intranet.*
- Electronic diary management.*
- Excellent organisations and planning skills.*
- Proven verbal and written* communication and interpersonal skills.
- Organisational and project management skills.*
- Excellent analysis and problem solving abilities.*
- Demonstrate ability to use initiative and judgement to resolve many problems independently.*
- Ability to take accurate and concise records of minutes of meetings.*
- Ability to work on own initiative and without supervision and organise own workload and priorities.*
- Numeracy skills.
- Ability to assess data and information and to identify problems.*
- Effective oral and written skills in order to communicate effectively with staff and students.
## Desirable

- Able to demonstrate accuracy and attention to detail.
- Willingness to work flexibly as part of a team.
- Ability to apply relevant health and safety and other University policies and procedures. Where relevant, ability to train/develop and supervise other staff.
- Financial awareness and experience of using SAP software.

### *Criteria to be used in shortlisting candidates for interview*

## VITAL

The University encourages all staff to live our [VITAL values](#) which are:
**Valuing People, Innovators, Together, Accountable, Leaders.**

## Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.