

SECTION A: THE ROLE	
Job Title:	Executive Assistant
Institute/Service:	Cumbria School of Medicine
Job Grade:	Grade 05
Job Family:	Services
Job Location:	Carlisle Fusehill Street
Responsible To:	Initially CSM Head of School with dotted line to Head of Business Operations, IoH
Role Purpose:	
<p>To provide high quality, effective and efficient administrative support to the Head of Cumbria School of Medicine and other senior colleagues within the School Cumbria School of Medicine, including servicing committees, diary management, arranging meetings and events and liaison with external partners and colleagues from both Imperial College London and University of Cumbria.</p> <p>To collaborate and develop effective working relationships with other team members to support the overall effectiveness of the wider executive team.</p> <p>To understand the aims and activities of the Head of School, Operations Lead and their team to prioritise calls on their time, and where appropriate and in consultation, make informed decisions on their behalf.</p> <p>To use their professional expertise and independent judgement to deliver an effective and efficient service frequently liaising with high-profile external partners, e.g NHS and being trusted with the most sensitive information.</p> <p>To act with integrity, ensuring that professional and quality service standards are consistently maintained and applied within the role.</p> <p>To act proactively on tasks, programmes and projects, gathering information, undertaking enquiries, and using initiative to take action and make decisions within agreed limits of responsibility.</p>	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	Senior Executive team administrative support <ul style="list-style-type: none"> Providing diary management support for the Head of School and other members of the executive team in the School, including: organising meetings, responding to internal and external requests for meetings, ensuring any associated arrangements are co-ordinated (travel, accommodation etc) using independent judgement when necessary to prioritise work schedules in accordance with changing priorities, liaising, and negotiating with all relevant parties in an efficient and effective way. Be the central point of contact for the Head of School and Operations Lead, replying to a range of issues on their behalf and reporting back as required. Deal appropriately and effectively with a wide range of people with different needs.

	<ul style="list-style-type: none"> • Organise and coordinate meetings/conference calls (including regular and ad hoc group meetings), screening requests for meetings. • Drafting, documents, agendas, papers presentations and reports across a range of different formats, based on a general brief. • Analysing, understanding and communicating information from a wide range of sources, to identify any potential issues and implications for meetings, arrangements or administration. Recommending solutions or referring upwards as appropriate. • Organising, administering and minuting internal and external events and meetings • Providing support to the School executive team to ensure the co-ordination and delivery of actions from meetings and projects groups, following up action taken within agreed timescales. • School office management e.g. ordering equipment, stationery, supplies etc.
2.	Projects, Committees and Events <ul style="list-style-type: none"> • Coordinating the efficient organisation of CSM meetings, events and conferences held at the University and other venues as appropriate, including day to day management of budgets allocated for this purpose and ensuring expenditure is in line with finance policy. • Provide administrative support for certain CSM committees and working groups. This includes organising meetings, booking venues, preparation of agendas, minute taking, and following up on action points to ensure they are completed in a timely manner and decisions are implemented.
3.	Customer Service <ul style="list-style-type: none"> • Demonstrate professionalism, technical competence, good interpersonal and networking skills, and the ability to work independently as well as within a team • Propose effective process solutions with a clear emphasis on student/customer focussed outcomes, including the recommendation of alternative courses of action as necessary
4.	Communication skills, liaison and networking <ul style="list-style-type: none"> • Acting as a point of contact for information and guidance to staff, students, external stakeholders and contacts at all levels to assist with the efficient working and administration of the School's senior team. • Liaising with key contacts in the wider University as required to support own workload and co-ordinate events, meetings and communication on behalf of the executive. • Regular interactions with Faculty (Imperial College London), Institutional (both UoC and ICL) and NHS staff. • Working within the team to develop and implement effective administration systems to support delivery of the school's functions.
5.	Planning and Organisation <ul style="list-style-type: none"> • Ability to manage own workload flexible and to deadlines and to work under pressure • Ability to monitor and track work • Diary management for self and others • Maintenance of key supporting contacts and information systems

Additional Information:

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Criteria for Grade 5 Role Title: Executive Assistant	Essential/ Desirable	To be identified by:
Qualifications Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.	Essential	Application Form
Experience Previous experience in a relevant role dealing with administrative and information management systems and understanding of the relevant terminology. Experience of working in an NHS or medical or healthcare education environment or awareness of wider issues facing the sector and external changes such as innovations, changes in legislation/regulation which impact on the job.	Essential Desirable	Supporting Statement/ Interview Supporting Statement/ Interview
Knowledge, skills and abilities Skills and knowledge to provide advice and support (e.g. in relation to administration and content) interpret requirements and produce appropriate solutions based on a general brief and be able to create standard and more complicated documents or materials for others. Awareness of project management techniques to effectively plan and organise short-term activities and events. Analytical and problem-solving ability to understand and interpret information and make recommendations. For example, skills for analysing data and reports. Ability to be tactful and diplomatic whilst supporting senior staff by dealing with confidential and sensitive situations. To have the appropriate communication skills to be the first point of contact for the Head of School and Head of Operations. Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology, development and maintenance of websites, e.g. Microsoft Office including Excel, PowerPoint and Sharepoint. Professional approach to work and work colleagues and an ability to work independently and show initiative. Excellent organisational, communication, teamworking, networking and time management skills. Experience of, and the resilience to, work in a high intensity environment with competing priorities and timescales.	Essential Essential Essential Essential Essential Essential Essential	Supporting Statement/ Interview Interview Supporting Statement/ Interview Supporting Statement/ Interview Interview Supporting Statement/Interview Supporting Statement/Interview
Other Commitment to the strategic plan and values of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.	Essential	Interview