

The Leicestershire College

Job Description

1. Job Details

Job Title:	Executive Support
Department:	Executive
Reporting To:	Chief Executive
Competency Level:	Business Support 3
Hay Grade:	G2
Date of Job Evaluation:	September 2022
Annual Salary (FTE):	£25,000 per annum
Date:	March 2023

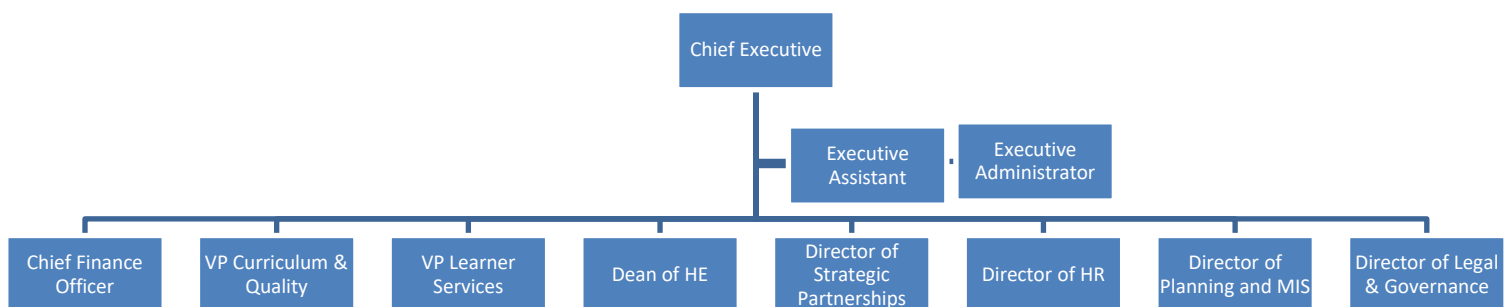
2. Job Purpose

Provide a high level of administrative support to the Executive Team.

3. Dimensions

Not Applicable

4. Organisation chart



5. Diversity and Inclusion

Loughborough College is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of its organisation.

F – Fairness – All stakeholders to be treated fairly, consistently and equally within Loughborough College and any place associated with Loughborough College by ensuring everyone has a voice and will be listened to.

R -Respect – All stakeholders will be treated with mutual respect and decency throughout their time at Loughborough College.

E – Equality – All stakeholders will be given the same opportunities throughout their time at Loughborough College. They will be treated, and are expected to treat others with the same values and behaviours in every aspect of Equality the college works towards.

D – Diversity – Loughborough College will work towards being a diverse College by ensuring all people are represented and have role models to aspire to. A diverse College will ensure better success in learning outcomes and workplace satisfaction.

I – Inclusion – Loughborough College will create an environment that is truly inclusive by celebrating everyone's individuality and ensuring everyone is protected and safe to be their full selves.

E – Engagement – Loughborough College will ensure a more diverse and engaged workforce, student population and other stakeholders' relationship by ensuring effective communication, representation, feedback and collaborate working of all groups, at all levels.

6. Key Responsibilities

Core Responsibilities

- To promote the College's vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College and its subsidiaries as the first choice destination for students, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

Role specific responsibilities

- Work closely with the Executive Team to ensure they are adequately prepped and prepared for all meetings/tasks.
- Provide diary management to the wider executive team.
- Arrange and manage meetings, including preparation of relevant papers, booking rooms, refreshments and travel arrangements.

- Champion customer service in receiving visitors, responding to incoming telephone calls and taking action as appropriate.
- Coordinating travel arrangements for the Executive.
- Provide servicing and secretarial support to meetings as requested, ensuring that confidentiality is maintained at all times.
- Screen telephone calls enquiries and requests, relaying appropriately or handling when necessary.
- Provide administrative support to exec members as appropriate.
- Data entry on a regular or ad hoc basis in order to produce a range of information to meet the requirements of exec.
- Work closely with the Executive team to meet deadlines.
- Provide high quality VIP event management as and when required.
- Ensure hospitality for the executive team is arranged accordingly.
- Any other duties commensurate with the grading of the post.

7. Key Working Relationships and Communications

Internal: Chief Executive, Executive Team, SLT, Curriculum teams, Board of Governors, EA & Projects

External: External Agencies and individuals

8. Scope for Impact

Not Applicable

9. Competency profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Brings leadership qualities to supervisory skills; inspires others to be their best. Effectively manages team to deliver a service, providing clear direction and support. Increases employee engagement Communicates with impact and sophistication; adapts style and uses varied media to meet different audience needs.	Supports change and supports colleagues in adapting to change. Motivates a team to come up with ideas for improvement and supports implementation. Keeps informed of College priorities and direction and works in this direction. Uses a structured and collaborative approach to solving problems in own and related work areas. Reaches clear, definite and timely decisions based on thorough understanding of the facts and an eye to their practical implications. Multi-tasks and consistently delivers own and team objectives on time and to standard.
Ensuring Financial Sustainability	Self-Awareness

Justifies expenditure; gets best value for money; contributes to budgeting process. Demonstrates commercial awareness in own work; uses basic business metrics to ensure this.	Manages and improves health, safety and wellbeing of team; team or department comply fully with College policies. Improves diversity, equality and inclusion in own area; challenges inappropriate behaviours. Understands self and others; communicates with sensitivity; handles difficult people and events effectively.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high-quality service. Credibly represents the College by demonstrating a superior knowledge of subject area - current and related topics. Takes ownership for own development, supports that of others and develops beyond own role. Knows how to handle, store, disseminate and share digital information and data in a responsible and ethical way.	

10. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Good standard of literacy and numeracy – Possess qualifications in English and Maths GCSE levels 4 – 9 (grade A* – C) or equivalent	•		Application
2.	Educated to A Level or equivalent	•		Application
3.	Business related degree or equivalent		•	Certificate
4.	IT qualification (eg RSA, CLAIT, ECDL)		•	Certificate
EXPERIENCE				
5.	Extensive experience of previous EA work gained within a busy and varied environment		•	Application
6.	Extensive IT skills across the Microsoft Office packages (Word, Excel, email, Powerpoint)	•		Application
7.	Management of administrative systems and processes	•		Application
SKILLS & KNOWLEDGE				
8.	Excellent organisational and diary management skills with the ability to manage conflicting priorities	•		Interview/ Task
9.	Methodical time management skills and the ability to plan and prioritise own workload	•		Interview/ Task
10.	Experience of note/minute taking	•		Application/ Task

11.	Excellent communication and interpersonal skills, showing an ability to deal with a wide range of people	•		Application/ Interview
12.	Demonstrate your understanding of diversity and inclusion			Application/ Interview
BEHAVIOURS				
13.	Ability to work proactively and on own initiative	•		Application/ Interview
14.	Ability to work effectively and accurately under pressure and to tight deadlines	•		Interview
15.	Able to work flexibly/evenings or weekends if required	•		Application/ Interview
16.	Willingness and ability to learn new systems and skills	•		Application/ Interview
17.	Promote the College's equal opportunities policy and practices	•		Interview
18.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. Loughborough College retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the College.
3. This job description and person specification was prepared in March 2023 and may be amended in light of changing circumstances following discussion with the post holder.

11. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	