

## **JOB DESCRIPTION**

<b>POST TITLE:</b>	Executive Assistant
<b>GRADE:</b>	SP32-37 (£35,45- £41,079)
<b>RESPONSIBLE TO:</b>	PA to the Principal
<b>RESPONSIBLE FOR:</b>	Providing high level, confidential and proactive executive support to members of the Senior Management Team
<b>DEPARTMENT:</b>	Executive Support
<b>WORK ARRANGEMENTS:</b>	37 hours per week/52 weeks per year It is expected that from time to time, these hours will be exceeded as reasonably necessary for the proper performance of the duties and responsibilities of the post.

## **PURPOSE OF THE POST**

The post holder will:

1. Provide a comprehensive, efficient and high-level Executive Assistant service, delivering proactive and confidential support to named members of the Senior Management Team, ensuring the highest standards of professionalism and discretion.
2. Provide an efficient, professional and welcoming service to external visitors and stakeholders, students, staff and colleagues.
3. Support colleagues in the Executive Support office.
4. Strive to provide consistently outstanding service.

## **DUTIES AND RESPONSIBILITIES**

1. Provide full diary management for named members of the senior team, including scheduling of meetings and planning time to ensure the most effective use of their day.
2. Produce and maintain action logs for named members of the senior management team, proactively following up to ensure actions are completed within agreed timescales.
3. Undertake research and information gathering to support with preparation of reports and presentations. Produce first drafts of reports on behalf of the senior team.
4. Ensure a high level of accuracy in all documentation, including proofreading reports, correspondence and materials produced on behalf of the senior management team.
5. Deal with incoming and outgoing communications, prioritising and redirecting as necessary and draft responses on behalf of the senior team.
6. Arrange and attend meetings, preparing agendas, obtaining and circulating reports and presentations, taking minutes and producing action logs.

7. Administer and coordinate the handling of complaints, ensuring all cases are logged, monitored and responded to within agreed policy timescales. Support senior managers in preparing responses and maintaining accurate records.
8. Provide administrative support for student disciplinary processes, including arranging meetings, and maintaining clear and confidential records of outcomes and actions.
9. Organise and plan events, including sourcing venues and arranging catering.
10. Maintain logical filing systems.
11. Proactively support and contribute to regular and ad hoc projects within senior managers' areas of responsibility.
12. Filter telephone calls and respond to telephone enquiries on behalf of the senior management team.
13. Co-ordinate travel and accommodation arrangements, as required.
14. Prepare accurate travel and expense claims in line with deadlines.
15. Raise and process purchase orders in line with college procedures.
16. Receive and extend hospitality to visitors on behalf of members of the senior management team.
17. Handle confidential and sensitive information, including complaints and disciplinary matters, with the highest level of discretion and professionalism.
18. Liaise effectively with internal and external stakeholders, maintaining professionalism in sensitive or complex situations.
19. Work with other members of the Executive Support office to continuously improve processes and ways of working.
20. Provide cover for other Executive Assistants (including the PA to the Principal) during periods of annual leave, sickness and where high workload volumes have been identified.
21. Work in a flexible manner to respond to changes in demands to workload and in order to meet tight deadlines.
22. Undertake Continuous Professional Development relevant to the post and participate in appropriate staff development activities as required including the Professional Development Review.
23. Promote a positive image of the college and the work that is carried out across its various services.
24. Comply with all legislative and regulatory requirements and apply the college's own Safeguarding Policy and practices and attend training as requested.
25. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the college's Equal Opportunities Policy in all aspects of their duties and responsibilities.
26. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.

27. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role.
28. Take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.

## PERSON SPECIFICATION

<b>Post:</b>	Executive Assistant	<b>Department:</b>	Executive Support
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<b>Key Requirements:</b>	<b>Essential/ Desirable</b>	<b>Assessed</b>
<b>Qualifications:</b>		
Level 3 qualification or extensive, relevant work experience	<b>E</b>	<b>A</b>
GCSE A-C in English and maths (or equivalent)	<b>E</b>	<b>A</b>
<b>Experience:</b>		
At least two years' experience supporting as an Executive Assistant/PA at a senior level	<b>E</b>	<b>A/I</b>
Experience of servicing high-level meetings, including preparation of papers and accurate minute taking	<b>E</b>	<b>A/T</b>
Experience of working collaboratively within a team and supporting colleagues to meet competing priorities and deadlines	<b>E</b>	<b>A/I</b>
Experience of working in a fast-paced environment, managing multiple priorities and responding to changing demands	<b>E</b>	<b>A/I</b>
Experience of handling confidential and sensitive information, maintaining discretion and professionalism at all times	<b>E</b>	<b>A/I</b>
Experience of coordinating complex administrative processes, including tracking actions, managing workflows and ensuring timely completion	<b>E</b>	<b>A/I</b>
Experience of supporting complaints processes and/or disciplinary procedures, including coordination, communication and record-keeping	<b>D</b>	<b>A/I</b>
<b>Skills/Knowledge:</b>		
Advanced level IT skills, including Microsoft Office applications (Word, Excel and PowerPoint)	<b>E</b>	<b>A/T</b>
Proficient in the use of Microsoft Teams and other digital collaboration tools to support communication, meetings and document sharing	<b>E</b>	<b>A/T</b>
Experience of using a range of systems and databases, with the ability to quickly learn and adapt to new technologies and platforms	<b>E</b>	<b>A</b>
Excellent and effective communication skills, both written and verbal	<b>E</b>	<b>A/I/T</b>
Excellent administration and organisational skills, with the ability to manage and track multiple processes	<b>E</b>	<b>A/I</b>
Exceptional attention to detail, with the ability to produce and proofread high-quality, accurate documentation and communications	<b>E</b>	<b>A/T</b>
Ability to work well under pressure, prioritise effectively and meet deadlines	<b>E</b>	<b>I</b>
Excellent customer service skills	<b>E</b>	<b>I</b>
High level of accuracy and attention to detail	<b>E</b>	<b>A/T</b>
Ability to maintain high levels of confidentiality and handle confidential and sensitive information, including complaints and disciplinary issues, with professionalism and discretion.	<b>E</b>	<b>I</b>
Knowledge of processes for handling complaints and disciplinary matters within a professional or educational environment.	<b>D</b>	<b>A/I</b>
<b>Qualities:</b>		
Highly organised, proactive and able to use initiative to anticipate needs and resolve issues	<b>E</b>	<b>A/I</b>
Calm, resilient and able to perform effectively under pressure	<b>E</b>	<b>A/I</b>
Demonstrates excellent attention to detail and a commitment to producing accurate, high-quality work	<b>E</b>	<b>A/I/T</b>

Professional, confident and able to communicate effectively with a wide range of stakeholders, including in sensitive situations	<b>E</b>	<b>I</b>
Acts with the utmost discretion, integrity and diplomacy, particularly when handling confidential, complex or sensitive matters	<b>E</b>	<b>A/I</b>
Flexible and adaptable, with a positive approach to change and competing priorities	<b>E</b>	<b>I</b>
Upholds and behaves in accordance with the college's core values, treating others with respect at all times	<b>E</b>	<b>I</b>
<b>Other Requirements:</b>		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	<b>E</b>	<b>A/I</b>
Full commitment to Equal Opportunities and anti-discriminatory working practices	<b>E</b>	<b>A/I</b>

**E = Essential**

**D = Desirable**

**A = Application**

**I = Interview**

**T = Test**

<b>Produced by:</b>	Kate Meehan	<b>Date Produced:</b>	June 2026
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