

JOB DESCRIPTION

Post:	Executive Support Assistant
Reports to:	Executive Office Manager
Salary:	£26,000
Hours of work:	35 hours per week, but flexibility will be required

Purpose and scope of job role

In February 2019 Croydon College merged with Coulsdon Sixth Form College into one new organisation. The merger brings together two good colleges (by OFSTED in 2018) which will allow the college to reinforce our collective ambition to deliver excellent education for the communities of Croydon and beyond.

The opportunity has arisen to recruit an Executive Support Assistant within the Executive Support Team. Your primary responsibilities will be to provide efficient and effective administrative support to two members of the Executive Team and other areas of the College as directed by the Executive Office Manager.

This role is an important role in providing an effective communication link and interface between college sites, and the wider communities. Effective communication in addition to tact and diplomacy is essential to this role.

The ideal candidate will possess significant experience of working to tight deadlines in addition to high levels of accuracy and efficiency and good working knowledge of Microsoft Office packages. The ability to take initiative and prioritise according to levels of urgency are also essential skills for this role.

This role will work closely with the Executive Office Manager to provide effective and efficient support to the Executive Team.

Main Tasks and Responsibilities:

- Diary Management for two members of the Executive Team and other members of the Executive as required
- Ensure that all correspondence and relevant materials are produced in a timely and accurate manner

- Acting as a professional interface meeting and greeting visitors on behalf of the Executive Team
- Prioritise workload to ensure timely action on important and urgent matters.
- Organise and manage data and information effectively, handling sensitive and confidential items with care
- Produce reports, briefings, presentations and all other relevant documentation, with a high degree of accuracy and care in detail and presentation.
- Raising Purchase Orders and other payments as required by the Executive Team
- Servicing meetings, ensuring agendas and papers are produced, refreshments organised and taking accurate minutes, which are then circulated in a timely way.
- Support at college events and marketing activities such as Graduation and Open Days.
- Undertake such other duties as determined by the Executive Office Manager or the Executive Team.

General

The post holder will:

- Actively promote the values of the College: learner focus, responsibility, integrity, collaboration and respect.
- Actively promote equality and diversity, recognising and challenging stereotyping, prejudice and discrimination.
- Ensure effective quality control and continuous improvement in all aspects of work and engage in whole college quality improvement efforts.
- Be committed to professional development, through participation in the College continuing professional development programme which includes commercial upskilling, staff learning days and training events appropriate to the job role.
- Develop effective relationships with internal and external stakeholders and partners as appropriate to the role.
- Comply with and promote College Safeguarding, Prevent, Data Protection and Health and Safety policies and procedures and undertake recommended training as and when necessary.
- Identify and manage risk effectively.
- Undertake such other duties as required, commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the College.
- Support cross college events such as Open Evenings and Enrolment sessions when required.
- Adhere to and ensure compliance with all College Policies and Procedures and as detailed in the Staff Handbook.
- At all times seek to serve the best interests of the College and learners.
- To provide cover for colleagues during periods of holiday or sickness absence.

NB: This job description outlines a range of main duties. It is not exhaustive and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

PERSON SPECIFICATION - Executive Support Assistant

The successful candidate will have many, if not most, of the following:

Qualifications	<ol style="list-style-type: none"> 1. English and maths at Level 2 or above. 2. Level 3 or equivalent qualification
Experience	<ol style="list-style-type: none"> 3. Previous experience of a similar role as a Personal Assistant or in a busy administration based environment 4. Experience in dealing with confidential information in an appropriate manner. 5. Experience of interacting with a wide range of people in a customer facing environment such as stakeholders, students, visitors, other professionals or members of the public.
Aptitude and Skills	<ol style="list-style-type: none"> 6. Excellent interpersonal and customer service skills. 7. Excellent verbal and written communication skills. 8. High order organisational and administrative/IT skills. 9. Ability to organise own workload and ensure quality standards are met. 10. Confidence in representing the College and contacting stakeholders. 11. Ability to research and prepare materials to a high standard. 12. Able to work effectively as part of a team. 13. Ability to work on own initiative and problem solve. 14. An understanding of and commitment to data protection, equality and diversity, safeguarding, prevent and health and safety. 15. Willing to work flexibly at times of peak demand such as enrolment. 16. An understanding of how to deal with sensitive and confidential information and data