

Post title: Executive Business Support Officer

Salary Grade: Grade 7

Department: Strategic Governance

Reports to: Head of Governance and Legal

Location: You will be expected to work, as required flexibly across any of the campuses the University occupies in Cheltenham or Gloucester. The University does have an agile working policy, and this requires the postholder to be based in the UK.

About the role and any special conditions

Strategic Governance ensures the University meets its legal, governance and regulatory responsibilities. The team supports the University's corporate governance framework, information governance compliance and insurance activities, student casework management, the provision of legal services, and secretariat services to support members of the University Executive and the institution in achieving its mission and objectives.

The Executive Business Support Officer leads the provision of executive support to the University's Executive Team. Supported by the Executive Assistants, the Executive Business Support Officer is responsible for managing the provision of administrative and secretarial support to members of the University Executive. This includes support for the Vice-Chancellor, the Chief Operating Officer, the Chief Financial Officer, the Chief Marketing Officer, the Director of People, the Heads of School, and the Director of Strategic Governance.

The Executive Business Support Officer and the Executive Assistants are expected to display exemplary initiative, flexibility and responsibility as well as internal and external customer responsiveness.

Main duties and responsibilities

Executive and Decision Support

- Oversee processes associated with Executive and other Senior Level meetings.
- Support members of the University Executive in fulfilling their duties and responsibilities.
- To have overall responsibility for the senior management meetings. To officer committees, boards, groups, and business and review meetings as required, and maintain accurate and up to date information and records in relation to those as necessary, including webpages, Terms of Reference and Memberships, and the annual schedule of committee meetings.
- Co-ordinate agendas, papers, action logs and reporting timelines.
- Maintain oversight of Executive actions and strategic commitments, proactively challenging delays, escalating risks where appropriate and ensuring progress is visible through effective reporting mechanisms.

- Support projects and initiatives on behalf of members of the University Executive.
- Support the maintenance of the University Risk Register and Strategic Plan.

Communications and Corporate Support

- Support organisational events, executive visits and leadership engagements. Liaising with external stakeholders to establish requirements for Executive visits/events and designing programmes/schedules accordingly in collaboration with a range of internal departments/personnel.
- To arrange all aspects of hospitality for visitors on behalf of members of the Executive. To provide support for Directorate/Council events and conduct risk-assessments as necessary.
- Arranging conference attendance and supplying relevant information and briefs.
- Managing sensitive and confidential information appropriately and professionally.

People Management

- Provide leadership to the Executive Business Support team, setting performance standards, allocating resources, managing performance and development, and driving continuous service improvement.
- Review team capacity and deployment across Executive portfolios, making recommendations regarding resourcing, workforce planning and service delivery.
- Promote high standards of customer service, professionalism and organisational effectiveness,
- Support workforce planning, recruitment, induction and knowledge sharing across teams.
- Foster a culture of continuous improvement and accountability.
- Ensure that there is an inclusive environment for staff and students
- To evaluate routinely office practices and systems, to put forward ideas to improve their effectiveness, and to evaluate their impact following implementation.
- To be responsible for ensuring compliance with relevant legislation and University policies/procedures e.g. provisions relating to Health and Safety, Data Protection, Financial Regulations and Procedures.

Administrative Support

- Lead the review, redesign and implementation of executive support processes and systems, ensuring services are efficient, scalable and aligned to organisational priorities.
- To provide efficient, effective and confidential administrative support, including:
 - Diary management, planning and making all travel and accommodation arrangements.
 - Liaising with the central procurement team on behalf of members of the Executive including processing invoices, raising purchase orders on the finance system (Agresso), processing claim forms and purchase card logs.
 - Managing and tracking expenses of the University Executive.
 - Drafting and producing correspondence.
 - Maintaining appropriate filing systems and databases, including web-based and electronic, ensuring that all information is current and accurate.

- Maintaining appropriate and accurate records for audit and following appropriate document management procedures in line with University policy.
- Being the first point of contact for internal and external enquiries.
- Taking appropriate action to resolve queries and problems presented by a range of internal and external stakeholders.
- Arranging meetings, forums, working groups and similar events as required.
- Any other reasonable requests to support the work of University Executive.

Other Duties

- To research topics and carry out projects and investigations on behalf of members of the Executive, liaising with internal contacts or external bodies / contacts as appropriate, and to produce reports, recommendations, and summaries of information as required.
- To monitor budgets related to the work of the Vice-Chancellor and University Executive on behalf of the Executive Director of Strategic Governance and to provide appropriate input into decisions regarding budget setting, forecasting and outturn.
- To maximise effective use of Microsoft Office and other approved software products in order to prepare high-quality correspondence, presentations and reports on behalf of the Executive.
- To assist at major internal and external University events as required such as the Awards Ceremonies, Lectures, Dinners etc.
- To provide administrative support for other Governance and Legal functions within the team, as required.
- You will be required to support and engage in open days and other University events as appropriate, to promote your service area and the University as a whole.
- You are responsible for undertaking health and safety responsibilities and duties for your role, as detailed in the University of Gloucestershire's 'Health and Safety Responsibilities' document and any supporting risk assessments that relate to your position. As part of general responsibilities, all staff have a duty to take care of themselves whilst at work and others who may be affected by their acts or omissions.
- To undertake any other duties and responsibilities, commensurate with the grade of the post, properly directed by the line manager. These variations will not change the general character of the post or the level of responsibility entailed.
- This job description does not form part of your contract and may be amended from time to time. You may also be required to undertake alternative, additional, or ancillary duties from time to time as the University may reasonably direct.

Person Specification

Essential

- First degree or equivalent qualification or experience
- Evidence of relevant continuing professional development
- Experience of influencing and working effectively with senior leaders and stakeholders
- Experience of leading or managing staff and developing high-performing teams.
- At least two years administrative experience in an office environment in positions requiring:
 - Professional Executive support to senior staff
 - Interfacing with senior external customers/clients
- Excellent IT skills
- Supervision of staff
- Leadership skills
- Excellent organisational skills
- Excellent interpersonal and communication skills
- Customer focused with a commitment to deliver a high-quality service and to continuous improvement
- Ability to provide secretariat support for meetings, including minute taking
- Ability to work with minimum supervision
- Ability to manage workload efficiently, prioritise multiple tasks, plan effectively, and meet competing deadlines whilst maintaining attention to detail
- Positive, proactive and highly motivated
- Ability to work as a member of a team
- Ability to respect confidentiality at all time
- Good at personal time management
- An understanding of the importance of equity and diversity within an organisation and a commitment to helping create an inclusive culture
- Flexibility to accommodate peaks in the workload

Desirable

- Officering of committees and boards
- Report writing skills