

Post Details		Last Updated: 14/07/2022	
Faculty/Administrative/Service Department	Faculty of Engineering and Physical Sciences (FEPS) Executive Office		
Job Title	Executive Office Administrator		
Job Family	Professional Services	Job Level	2b
Responsible to	Professional Services		
Responsible for (Staff)	N/A		

Job Purpose Statement

Working as part of the Executive Office team, the post holder is responsible for providing administrative support to the Associate Deans). The post holder must work closely with the Associate Deans to provide high level professional administrative support for a wide variety of activities in the Faculty and across the wider University. Through the provision of this service, the post contributes to the effectiveness of the key Faculty staff who are responsible for leading Faculty strategies and policies in their respective remit. The post holder can improve student, staff and visitor interaction and relationships through their supporting role. The post holder will provide cover in the absence of the Senior Executive Office Administrator

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

1. Provide full PA and administrative support for all activities related to the remit of Associate Deans, International and Research and Innovation These duties include, but are not limited to, diary management, email filtering, monitoring additional email accounts, arranging national and international travel, and organizing meetings.
2. Service Faculty committees, this will include preparing and circulating agendas and supporting documentation, taking minutes, and following up on actions required.
3. Organise events and activities such as visitors, meetings, and competitions.
4. Respond to general queries from internal and external contacts in a timely and professional manner.
5. Provide absence cover for other members of the team as and when required, under the direction of the Senior Executive Office Administrator

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- The post holder is expected to operate with minimum day-to-day supervision with regard to the planning, organising and performance (to an agreed standard) of a wide range of administrative activities.
- The post holder will work with some independence and initiative to arrange their immediate work priorities without supervisory approval, provided key deadlines and work objectives are met.

Problem Solving and Decision Making

- Within the scope of the role the post holder will be presented with a variety of situations, administrative or customer focused in nature, where the appropriate course of action will be a matter of choice, influenced by prior exposure or experience.
- The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases, there are required to apply their judgement (sometimes through past precedent) to determine an appropriate course of action. The post holder is expected to refer more complex or unusual issues to their line manager.

Continuous Improvement

- The post holder is encouraged to make suggestions or minor improvements in working methods, implementing them under the guidance of their line manager, to ensure the smooth running of the service they provide.

Accountability

- The post holder is expected to develop a professional working environment and to proactively maintain a calm and professional administrative environment.
- It is expected that they will work to create an excellent first impression for visitors and provide a strong customer-orientated service.
- The post holder will often handle confidential information and data and as such, is expected to maintain a high level of confidentiality.

Dimensions of the role

- While the post holder does not have any supervisory. They will have budgetary oversight and are required to process financial transactions such as expenses and requisition orders.

Supplementary Information

N/A

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

GCSE Level English and Maths or equivalent qualification, plus some relevant work experience.

Or

Learning gained through work experience of several years.

E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

Experience of working in an administrative of PA role

E

1

Excellent IT skills (Microsoft Word, Excel, and PowerPoint)

E

2

Experience of multiple diary management using Microsoft Outlook

E

2

Experience of minute taking

E

1

Good level of accuracy and attention to detail

E

1

Experience of the Higher Education Sector

D

1

Ability to extract and compile information from databases and undertake simple analyses

D

1

Special Requirements:	Essential/ Desirable
N/A	
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	Level 1-3
Communication Adaptability / Flexibility Customer/Client service and support Planning and Organising Continuous Improvement Problem Solving and Decision Making Skills Managing and Developing Performance Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills Strategic Thinking & Leadership	2 2 2 2 1 1 N/A N/A N/A N/A
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>	
Organisational/Departmental Information & Key Relationships	
<p><u>Background Information</u></p> <p>The Faculty of Engineering and Physical Sciences covers the core engineering disciplines of civil engineering, chemical engineering, electronic and electrical engineering, and mechanical engineering alongside the specific disciplines of chemistry, computing, mathematics, and physics. The Senior Management Team is comprised of the Pro-Vice-Chancellor, Executive Dean, the Associate Deans for Education, International Relations, Research and Enterprise, and the Doctoral College, the Director of Faculty Operations, and the Heads of Schools/Departments/Centres.</p>	

Department Structure Chart Please highlight the post holder's role by right clicking and selecting format shape, selecting solid fill and 2nd shade of blue in list. Boxes can be added/removed by right-clicking and selecting add shape or cut. Font should be Frutiger LT Std 45 Light (max font size 10).



Relationships

Internal

- Senior Management Team
- Centre Administrators
- Doctoral College, Education Office, International Office and Research and Innovation
- Accommodation, Hospitality Catering Services, Parking Offices, Security

External

- Representatives from other Higher Education Institutions
- Representatives from industry links
- Visitors to the Faculty