

Post Details		Last Updated: 14/07/2025	
Faculty/Administrative/Service Department	Provost's Office		
Job Title	Executive Assistant to the Provost		
Job Family	Professional Services	Job Level	4
Responsible to	Executive Assistant to the President and Vice Chancellor		
Responsible for (Staff)	N/A		
<u>Job Purpose Statement</u> To provide a high level of professional executive and administrative support to the Provost. Through the provision of this service, the post holder ensures the efficient operation of the Provost's Office, and actively contributes to managing task and time such that the office is operating optimally.			
<u>Key Responsibilities</u> 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)			
<ol style="list-style-type: none"> <li>1. Provide efficient, high quality and confidential business, administrative and executive support to the Provost. Manage the Provost so they are in the right place at the right time, with the right papers, and managing office tasks (workflow) such that deadlines are met.</li> <li>2. Assist the Provost in preparation for meetings/talks/visits, including finding out about events and inputting into presentations/briefings.</li> <li>3. Manage a complex and busy diary for the Provost, using independent judgement to prioritise work schedules in accordance with changing priorities. This includes liaising with internal colleagues (often at a senior level) and external individuals and organisations. Day to day tasks will include the organisation of meetings, booking venues, arranging hospitality and making travel arrangements (including visa requirements) as necessary.</li> <li>4. Facilitate and service high level committees as required, taking clear, concise and accurate minutes and following these up with a high degree of professionalism, clarity and confidentiality</li> <li>5. Manage responses to incoming correspondence, phone calls and emails, some of which may be complex and sensitive. Identify priorities and respond appropriately (including drafting responses) or redirect to an appropriate person.</li> <li>6. Create and maintain accurate electronic (and paper) files with respect to central documentation for the Provost's Office.</li> <li>7. Develop and maintain a good working knowledge of relevant University policies and procedures, as well as organisational and committee structures.</li> <li>8. Ensure any expenditure is managed within a specified budget, and take responsibility for financial administration (requisitions, invoices, receipting, expense claims) ensuring compliance with financial and expense regulations.</li> <li>9. Working alongside the EA to the Vice-Chancellor, assist with arranging VIP visits, management of the VC's Awards processes, arranging the VC's entertaining as required. Manage the VIP element of the Graduation ceremonies in April and July (including liaison with Honorary Graduands, Guest Speakers and the Platform Party).</li> </ol>			
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 responsible for managing and coordinating a number of activities on behalf of the Provost including complex diary management, liaison with senior internal and external contacts, dealing with correspondence (often of a highly confidential nature), sourcing information and organising meetings, travel arrangements, financial administration, creating and maintaining libraries/databases for documents. The post holder, therefore, can work in a proactive manner and the scope to apply judgement and initiative when managing their workload.
- The post-holder will undertake special (or annual) projects, events and roadshows, as necessary. Freedom is given within the role to plan/organise the programme, define priorities and determine the desired outcomes that support the requirements of the Provost within specified budgets.
- Due to the nature of role, planning and organising can span any duration from hours (e.g. changing meetings at the last minute) to months or years (e.g. work relating to the strategic direction of the University)

### Problem Solving and Decision Making

- The post holder is expected to provide advice and solutions to routine day-to-day problems within the specialist area in which they are familiar. Resolution for these issues will usually be found through referring to their previous experience of similar problems or through referring to well-established University and departmental policies, processes and procedures and applying them.
- The post holder has full responsibility and accountability for managing the complex interactions of the Provost with other members of the senior team (including Pro-Vice-Chancellors) within the University environment. They are expected to arrange high level strategic meetings which will often involve co-ordinating senior figures both internal and external to the University of Surrey. This requires the post holder to develop a working knowledge of the strategy, priorities and sensitivities of the Provost and the University in order to be able to respond with a high degree of autonomy when required.
- Although the post holder works within established procedures and processes, they are expected to operate in a proactive and independent manner, with minimum supervision, prioritising and planning their own workload. The post holder must operate flexibly and react positively to changing circumstances and requirements in all areas of this role.

### Continuous Improvement

- The post holder is required to suggest improvements or developments to current working practices in order to ensure the smooth running of the service they provide.

### Accountability

- The post holder will assimilate and summarise information to provide briefing papers on selected topics as required by the Provost. They are also responsible for managing and coordinating a number of processes and activities on behalf of the Provost. The post holder is expected at all times to exercise their discretion in respect of the confidentiality and sensitivity of the information handled within the department
- The post holder is responsible for taking clear, concise and accurate minutes of meetings across a range of topics and to follow these up with written and verbal communications with a high degree of professionalism, clarity and confidentiality. They are required to accurately note action points and to take responsibility for ensuring that these are carried out in timely manner.

- In the absence of the Provost, the post holder is required to exercise their judgment and initiative within the scope of their role to make decisions on incoming communications, or matters arising and to respond or redirect as appropriate.

#### Dimensions of the role

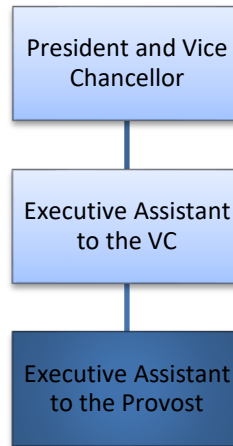
- The post holder will have no supervisory responsibility.
- The post holder will be responsible for authorising Surrey Recruit requests and Agresso spending up to an agreed amount. For those projects involving agreed budgets, the post holder is responsible for managing spend within budget.
- The post holder will provide cover to other members of the Executive Support Teams as necessary.
- The post holder will also maintain annual leave records and assist HR with the recruitment process for senior management positions, as necessary.

**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		
Degree, HND, NVQ4 qualified or equivalent in relevant subject, plus a number of years'		E
OR		
Significant vocational and relevant experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, supported by acquiring appropriate professional or specialist knowledge.		
Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
Experience of providing an effective and comprehensive administrative service at a senior level, which includes evidence of effective planning, prioritising and progressing EA tasks, using independent initiative and judgement	E	3
Ability to maintain helpful and professional standards in all situations, with demonstrable experience of working effectively under pressure while managing confidential and sensitive issues with tact and diplomacy.	E	3
Excellent verbal and written communication skills, with the ability to communicate complex issues in a clear way	E	3
Experience of minute taking and report writing.	E	2
Good working knowledge of MS Office (including Word, Excel, PowerPoint and Outlook) and Teams.	E	2
Experience of the Higher Education sector	D	N/A
Special Requirements:		Essential/ Desirable
Flexibility to work outside normal office hours, if required		E
It is expected that the postholder will work on-site for the majority of their working week. Any requests or preferences for working from home will be discussed and considered in line with the University's approach to blended and flexible working, balancing the needs of the Provost.		E

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	3 3 3 3 2 2 N/A 2 2 1
<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 Provost is the Chief Academic Officer of the University who works closely with the Pro-Vice-Chancellors &amp; Executive Deans to translate the institutional strategy and objectives into operational plans through the three Faculties. The Provost also deputises for the President and Vice-Chancellor and represents the University both internally and externally. By virtue of the role, there is daily contact with Executive Board members and other senior academic and professional services staff of the University.</p>	

### Department Structure Chart



### Relationships

#### Internal

- The post holder will have frequent contact with the offices of senior staff within the University including the President and Vice-Chancellor, Pro-Vice-Chancellors, Chief Operating Officer, Chief Student Officer, Chief Financial Officer and Vice-Presidents.
- The post holder will have frequent contact with senior staff in the Faculties (including administrators).
- The post holder will liaise with and build relationships with staff from central support departments.
- The post holder will have contact with students and the Students' Union, as appropriate.

#### External

- The post holder will receive visitors and provide/request information from external contacts in a highly professional manner in order to promote a positive image for the Provost's Office. They will liaise with and build relationships with external contacts including government bodies, visitors/delegates from other universities and institutes, industrial and strategic partners, external consultants/agencies, and other influential individuals, as appropriate.