

Post Details		Last Updated: 27/05/2025	
Faculty/Administrative/Service Department	Vice Chancellor's Office		
Job Title	Executive Assistant to Chief Operating Officer and VP Strategic Growth		
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 Chief Operating Officer and to the Vice President, Strategic Growth. Through the provision of this support, the post holder ensures the effective operation of the Directorates and actively contributes to the effectiveness of the Chief Operating Officer and the VP, Strategic Growth.			
<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)			
<div>1. Provide effective, efficient, high quality and confidential professional, executive and administrative support to the Chief Operating Officer and the VP, Strategic Growth. Often information is highly commercially sensitive and confidential - the post holder must maintain this confidentiality. This may include making travel arrangements (including visas requirements) and financial administration on behalf of the Chief Operating Officer and the VP, Strategic Growth (i.e. requisitions, invoices, receipting and expense claims).</div> <div>2. Manage the complex and busy diary of the Chief Operating Officer and the VP, Strategic Growth, using independent judgement to prioritise their work schedule in accordance with changing priorities. This includes extensive liaison with internal and external organisations and individuals at all levels.</div> <div>3. Produce briefing papers, written documentation and presentation slides as requested.</div> <div>4. Facilitate and service high level committees as required, taking clear, concise and accurate minutes and following these up with written and verbal communications with a high degree of professionalism, clarity and confidentiality.</div> <div>5. Maintain appropriate response rates to all forms of enquiries and correspondence. Post holder will have autonomy and use own judgement to manage responses; dealing effectively with contentious, complex and sensitive communications, identifying priorities, responding appropriately or redirecting to appropriate person.</div> <div>6. Develop and maintain a good working knowledge of university policies and procedures and of organisational and committee structures.</div> <div>7. Develop and maintain communication channels with appropriate stakeholders, including disseminating information throughout the remit of the Office of the Chief Operating Officer and the Strategic Growth portfolio and liaising with support teams to facilitate such actions</div> <div>8. Support the Chief Operating Officer and the VP, Strategic Growth in key strategic initiative and coordination of high impact projects.</div> <div>N.B. The above list is not exhaustive.</div>			
<div>All staff are expected to:</div> <div><div>• Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</div><div>• Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</div><div>• Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</div><div>• Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</div><div>• Undertake such other duties within the scope of the post as may be requested by your manager.</div><div>• Work supportively with colleagues, operating in a collegiate manner at all times.</div></div> <div>Help maintain a safe working environment by:</div> <div><div>• Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.</div><div>• Following local codes of safe working practices and the University of Surrey Health and Safety Policy.</div></div>			
<u>Elements of the Role</u>			
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, including complex diary management, liaison with senior internal and external contacts, dealing with correspondence (often confidential), 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 has scope to apply judgement and initiative when managing their workload.
- The post-holder will undertake special (or annual) projects, events 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 COO and VPSG, within specified budgets.
- Due to the nature of the 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 making reference to well-established University and departmental policies, processes and procedures and applying them.
- The post-holder has full responsibility for managing the complex interactions of the Chief Operating Officer and the VP, Strategic Growth, with other members of the senior team 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 Chief Operating Officer and the VP, Strategic Growth and their Directorates, and the University in order 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 and with minimum supervision, prioritising and planning their own workload. They are expected to analyse problems and issues as they arise, using past precedent and experience to solve them and putting forward recommendations on managing more complex situations under the guidance of their line manager. 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 to ensure the smooth running of the service they provide and to implement these, after appropriate consultation

Accountability

- The post-holder will assimilate and summarise information to provide briefing papers on selected topics as required. The post-holder is responsible for managing and coordinating some processes and activities on behalf of the COO and the VPSG. The post-holder is always expected to exercise discretion regarding the confidentiality and sensitivity of the information handled.
- 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 a timely manner.
- In the absence of the COO and the VPSG, 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

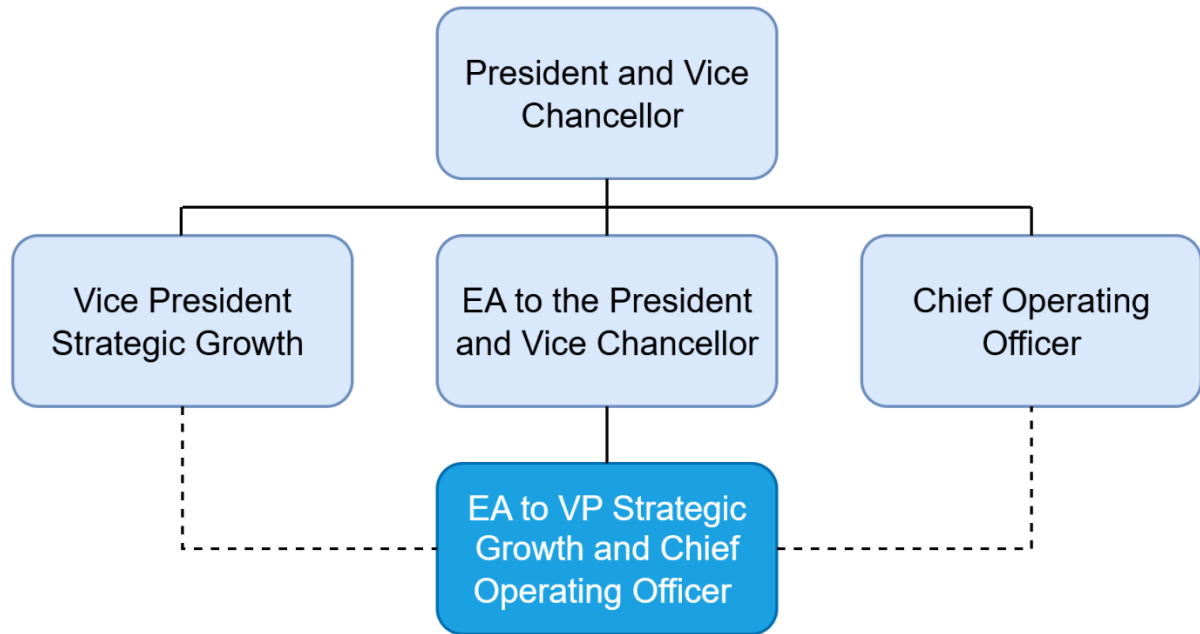
- The post-holder will have no supervisory responsibility.
- The post-holder will be responsible for authorising Surrey Recruit requests and Agresso spending up to an agreed amount. For those projects involving agreed budgets, the post-holder is responsible for managing spend within budget.
- The post-holder will provide cover to other members of the Executive Board administrative support team 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' experience in a similar or related role. 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.		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 planning and progressing work activities within general guidelines, using initiative and judgement without reference to others	E	3
Experience of minute taking, report writing and presentation skills	E	3
Excellent telephone and writing skills	E	2
Ability to maintain helpful and professional standards in all situations	E	3
Ability to communicate complex issues in a clear way (verbally and in writing)	E	3
Good working knowledge of MS Office including Word, Excel, PowerPoint and Outlook	E	3
Experience of the Higher Education sector	D	N/A
Special Requirements:		Essential/Desirable
Flexibility to work outside normal office hours, if required		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		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision-Making Skills		2
Managing and Developing Performance		N/A
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		1
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.		
Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.		
Organisational/Departmental Information & Key Relationships		

Background Information

The Chief Operating Officer holds responsibility for the effective and efficient running of Professional Services activities and is a key advisor to the President and Vice Chancellor on all aspects of institutional management, strategy and governance. The COO and their Directorate ensures that the University's Professional Services are positioned to effectively support the development and delivery of institutional strategy.

The VP, Strategic Growth is responsible for ensuring data led decision making and planning in student recruitment and admissions in support of growth and revenue. The Directorate is further responsible for providing data led insights to support action identification, prioritisation, strategy development, performance enhancement and resource allocation whilst meeting statutory and external performance reporting responsibilities.



Relationships *This is not an exhaustive list of every relationship the post holder has, but is a brief description of those that play an important part in the post holder successfully carrying out the role. It should identify the significant internal and external relationships and contacts that the post holder has in their job and describe the overall purpose and nature of those relationships (i.e. exchanging information, negotiating, networking, etc.)*

Internal

- The post-holder will have frequent contact with the offices of senior staff within the University including: the President and Vice-Chancellor.
- The post-holder will have frequent contact with the direct reports to the Chief Operating Officer and the VP, Strategic Growth.
- The post-holder will liaise with and build relationships with staff from central support departments.

External

- The post-holder will receive visitors and provide/request information from external contacts in a highly professional manner to promote a positive image for the Offices and University.
- 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.