

## JOB DESCRIPTION

<b>Job Title:</b>	UET Business Support Officer & Executive Assistant
<b>Campus:</b>	Hendon
<b>Ref No:</b>	GLA1-R
<b>Grade:</b>	6
<b>Salary:</b>	£37,357 per annum rising to £42,653 incrementally each year inclusive of Outer London Weighting .
<b>Hours:</b>	35.5 hours per week throughout the year. Actual daily hours by prior arrangement but normally between 9.00am to 5.00pm Monday to Friday, although the demands of the job may sometimes require work outside these hours. Hybrid working options will be considered.
<b>Period:</b>	Permanent
<b>Reporting to:</b>	Head of Vice Chancellor's Office & Deputy to Director of Governance
<b>Reporting to job holder:</b>	None

### Overall purpose

The UET Business Support Officer & Executive Assistant will provide comprehensive high-level administrative and operational support to the University Executive Team (UET) within the Vice Chancellors Office (VCO). They will work closely to support their UET member(s) and will work to the highest levels of tact, diplomacy and confidentiality, ensuring smooth office operations and efficient workflows. They will be the central point of contact for internal and external staff for their UET member, confidently engaging and building strong relationships and delivering high-quality support for their UET member(s). Strong communication, organisational, problem-solving, IT and team player skills are essential for this role.

### Key Responsibilities:

- To provide and manage full Executive Assistant, administrative and business support to UET member(s) and ensure they are well informed and organised, ensuring efficient management of their time, and ensure that correct resources are available for all matters relating to their portfolio
- Act on behalf of the UET member(s) as appropriate organising, scheduling and coordinating their business activity, including extensive calendar and diary management, and meeting preparation ensuring that all matters requiring attention are dealt with appropriately and in a timely manner
- Act as a liaison and key point of contact between the VCO, university services/ departments, senior internal and external stakeholders, including governors and external agencies
- To provide support for University meetings, to include: Helping to maintain programmes of work; Preparing agendas; Authoring papers; Advising authors and editing papers to improve content; Taking minutes and reviewing minutes taken by others where required; Co-ordinating actions and Briefing Chairs
- To provide events management support for high profile events involving the UET, including high profile corporate events and international visits.
- To provide a focus for communication with the UET around the nature and purpose of their engagement, identifying any constraints or reputational risks to be considered
- To assist in hosting high level delegation visits, keeping records as appropriate

and supporting the UET in the development of appropriate follow-up action

- To undertake policy analysis and development, public relations, research, and project leadership activities for the UET, including research and data analysis, information management, development of corporate messaging, preparation of briefing and presentational materials, project leadership, and events management  
To take a proactive lead in researching and preparing briefing materials to ensure that the UET member(s) are fully prepared for events and meetings
- Co-ordinate and support the communication and dissemination of key university information
- Manage delegated email inboxes and draft responses where appropriate
- Manage human resources processes on behalf of UET member(s), including recruitment, training, and absence
- To act as a business partner and “critical friend” to those areas reporting directly to the member of UET, providing advice and guidance on various matters or areas of work, managing expectations and understanding the capabilities and external restraints within the relevant teams
- Ensure compliance with regulatory bodies such as Companies House and the Office for Students
- Assist with internal audits and ensure completion of outstanding actions
- To work proactively as a team with the Business Support team and also UET to ensure that consistency and continuity of the standards set are met at all times.
- Take an active role in the wider team, support colleagues with their workloads as necessary, share knowledge and provide guidance, provide cover during periods of absence, contribute to the design of office processes, and seek new ways of working to continuously improve productivity
- Maintain and improve office systems, including online filing, scheduling, and record-keeping of UET member(s) staff and other relevant data, and manage administration related to the staff recruitment
- Manage and maintain accurate online content for the Service on the University’s intranet pages
- Arrange purchase orders and reconciliation of purchasing cards
- Undertake any other duties consistent with the grade and responsibility of the post as required and directed

## **PERSON SPECIFICATION:**

### **Knowledge**

#### **Essential:**

- Bachelor’s degree in a relevant field or equivalent professional experience.
- Demonstrates commitment to ongoing professional development

### **Experience**

#### **Essential:**

- Experience in an executive or senior administrative role
- Strong organisational and time management skills, with the ability to manage multiple priorities
- Excellent communication skills, both written and verbal
- Strong team player skills
- Proven experience in servicing high-level meetings, including minute-taking
- Ability to liaise with stakeholders at all levels and maintain confidentiality
- High level of proficiency in Microsoft Office Suite and other relevant systems
- Strong problem-solving skills and ability to work independently when required

### **Equality Diversity and Inclusion**

**Essential:**

- Demonstrable commitment to fairness and the principles of equality and inclusion.

**Desirable:**

- Experience in diary and email management at a senior level
- Experience of working in a higher education or public sector environment
- Knowledge of governance structures and regulatory compliance

**Diversity**

We value diversity and strive to create a fairer, more equitable work environment for our staff and students. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

**Flexibility**

Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

**MU Services Limited**

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff. All University professional services staff job descriptions, policies and procedures and the University Professional Services Staff Handbook will apply to both Middlesex University staff and MU Services Limited staff during their employment, unless where expressly stated otherwise. Staff will remain with their current employer, unless they move to an academic or academic related role.

**Annual Leave**

30 days per annum plus eight Bank Holidays and seven University Days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

**Travel to Hendon Campus**

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

**Public Transport**

Our Hendon Campus is well served by public transport with buses, London Underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL ([www.tfl.gov.uk](http://www.tfl.gov.uk)) and have a look at our directions and location map to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

**Parking**

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. *Further details are available on the Travel and Transport page on the staff intranet.* Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.

**Parking for Disabled Staff**

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

**What Happens Next?**

**If you wish to apply for this post please return to the portal and click on Apply Online.**

If you wish to discuss the job in further detail please contact Ella Underwood, Head of Vice Chancellor's Office and Deputy to Director of Governance at [E.Underwood@mdx.ac.uk](mailto:E.Underwood@mdx.ac.uk)