



JOB DESCRIPTION

Job Title: Executive Assistant	
Faculty/Professional Service: Executive Office	
Location: Hybrid Working (mixture of office based at Keppel Street and home working)	
Reports to: Strategic Executive Officer	
Full / part time: Full time	Hours (if less than full time):
Grade: 5	
<p>Overall Purpose of the job</p> <p>The post holder will join the Executive Office to provide outstanding administrative support to the LSHTM's Director and members of their senior team. In particular, they will manage the professional schedule and correspondence of designated members of the LSHTM's senior leadership. The post holder must be highly experienced in executive support, including the ability to effectively manage complex itinerary in multiple global locations and have a good understanding of the national and global environments the Executive works in.</p> <p>The post holder will be self-motivated, innovative, and have a strong work ethic. They will have excellent organisation and interpersonal skills and able to command the trust and confidence of a range of stakeholders including external and senior stakeholders. The ability to think ahead and demonstrate effective problem-solving skills is essential, as is the ability to prioritise conflicting tasks and a challenging workload. The post holder will have an interest in the Higher Education sector with a commitment to making a positive impact.</p> <p>They will undertake all the normal administrative activities of a senior assistant, including managing competing priorities and providing efficient administrative support to enable the smooth running of strategic projects. Whilst the role holder will deliver excellent diary management and administrative support they will also be expected to lead on and support a range of projects throughout the year of varying parameters and lengths. They will also undertake efficient financial management of the Director's Office pay and non-pay budgets.</p>	

Principal Duties and Responsibilities

- Manage the professional schedule on behalf of senior leaders to support and enable delivery of their strategic objectives and ensure they are fully prepared for their diary commitments, including complex diary management and travel logistics.
- Liaise with a wide range of colleagues to provide high quality briefings and exceptional horizon scanning and forward planning.
- Work closely with the Strategic Executive Officer to understand LSHTM's strategic priorities in order to effectively support senior leadership's commitments, and balance competing commitments for maximum effectiveness and impact.
- Manage the correspondence of the senior leaders, assessing priorities and escalation needs to ensure an effective flow of information and communication to and from the Executive Office. Draft correspondence on behalf of the Director.
- Deal with highly confidential issues, recognising the sensitivity and possible reputational implications of such matters and ensuring appropriate liaison with managers and other internal and external colleagues. This will include human resources related issues concerning staff.

- Bring urgent matters to senior leader's attention and provide solutions for resolution.
- Demonstrate strong written and verbal communications on a daily basis, by writing reports, papers, briefings, articles and other documentation and presenting these as and when required.
- Undertake research and analysis, prepare management and briefing materials and make recommendations to senior leaders on complex issues ensuring different options are provided, analysing information as required e.g. use of qualitative analysis to turn text responses to questions on specific topics into a summary of key views for review by committees.
- Assist senior leaders in the co-ordination and management of key institutional level and VIP visits, including making logistical arrangements.
- Provide high-level support senior leader's meetings, including collating and distributing papers, drafting minutes, following up and tracking actions.
- Embody the highest standards of customer service as the first point of contact for a wide range of internal and external stakeholders, projecting a positive impression of the School and the Executive Office at all times, responding promptly and appropriately to requests for information or assistance including from high profile individuals and organisations, and liaising diplomatically with colleagues facing conflicting pressures and deadlines;
- Manage the Director's Office budget, including forecasting, monitoring income and expenditure approving expenditure and making decisions based on best value for money for the School.
- Ensure expenses and credit card reconciliation is done on time and following school policy.
- Manage electronic filing systems in SharePoint to enable efficient and collaborative working.
- Provide secretariat support to working groups as required, scheduling meetings and working with relevant senior colleagues to shape the agenda and drive actions according to strategic priorities.
- Manage projects and events independently as needed, working collaboratively with colleagues within and beyond the Executive Office, communicating regularly the status of projects and escalating issues promptly where necessary.
- Take responsibility for responding positively and proactively to issues and opportunities arising, always working collaboratively and taking into consideration the impact on colleagues.
- Contribute actively to sustaining a positive working environment, building effective relationships, engaging with the wider School, and embodying at all times the School's values.
- At all times when communicating, be responsive, polite, friendly and efficient; the image of the Executive Office represents the image of the School.

Additional Duties

- Contribute to general activities of the School that contribute to the School's overall objectives.
- Actively promote inclusive and anti-racist practices, systems and behaviours across the School, as part of the School's aim to become an inclusive and fair organisation.
- Demonstrate LSHTM's values through your behaviour at work, including your duties and responsibilities in respect of equality and diversity, health and safety, data protection, and any other legislative requirements.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is appropriate consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Job Title: Executive Assistant			
Department/Division: Executive Assistant			
Competency	Evidence	E	D
Education, Qualifications and Training	<ul style="list-style-type: none"> Undergraduate qualification at Higher Education level, or equivalent Evidence of further professional development 	E	D
Experience	<ul style="list-style-type: none"> Proven and extensive experience of supporting a senior executive, including experience of organising and streamlining the workload and timetable of a busy senior professional Experience of diary management and effective prioritisation techniques Experience of servicing committee and meetings including agenda management and managing confidential information, displaying a high level of diplomacy, exercising discretion in all duties Extensive experience of organising complex overseas travel programmes Experience of managing projects short, medium and long term Experiencing of writing documents including briefings, papers for committees and information for general viewing Experience of managing budgets 	E E E E E E	D
Knowledge	<ul style="list-style-type: none"> Knowledge of current challenges within the higher education sector Working knowledge of another major language than English. Understanding the mission and values of the School, including its commitment to improving health and health equity in the UK and worldwide Knowledge of project management principles and processes 		D D D D

Personal Qualities	<ul style="list-style-type: none"> • Ability to maintain complete confidentiality • The ability to provide pro-active, dynamic, and timely support whilst demonstrating the ability to meet tight deadlines and working with attention to detail and accuracy at all times • Demonstrate a motivated, disciplined, and pro-active commitment to professionalism, collaborative working, and the delivery of high-quality service and staff/student satisfaction levels • Ability to encourage positive working relationships and commitment to working as part of a team, by demonstrating personal conduct, integrity and credibility that commands the confidence of senior managers and staff at all levels, external partners and stakeholders • Ability to favorably represent the School with enthusiasm and integrity and demonstrate high levels of personal self-motivation, stamina, have a flexible approach to work and be receptive to change • Independently problem solving and providing a solutions-based service • Be an ambassador for LSHTM and develop networks to knowledge share and improve processes 	E E E E E E E	
Skills	<ul style="list-style-type: none"> • Excellent organisational skills and the ability to co-ordinate, plan and multiple priorities, while maintaining a high level of accuracy and attention to detail, and delivering within agreed timescales and targets • Ability to apply intellectual rigor and understanding, to analyse and interpret complex data in a logical manner and explain and summarise findings • Excellent interpersonal skills and the ability to adapt oral and written communication methods and styles to present information clearly and concisely, appropriate to the target audience • Efficient digital record keeping and records management using SharePoint or similar system • Good oral communication skills, including confident presentation during meetings and the ability to communicate clearly with visitors from all parts of the world • Ability to be decisive and react appropriately to short and long-term tasks and challenges, and pro-actively use initiative within agreed limits to demonstrate effective and creative problem-solving skills 	E E E E E E	

E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the

job well
Date compiled:

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found at:
<https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-skilled-worker>