

JOB DESCRIPTION

Job Title:	Executive Assistant
Department:	Executive Support and Administration
Reports to:	Head of Executive Services
Grade:	S01
Location:	Hammersmith (possible occasional ad hoc work in Ealing Green or Southall)

Key Purpose:

To provide dedicated assistance to the Executive Team and to support their work and responsibilities, particularly the Chief Operating Officer and Data Protection Officer.

A crucial element of the role will be the administration of the college's data protection duties, including efficient and timely management of all data requests within strict legal guidelines.

Experience of the education sector is not a limiting factor for this role. High-level administrative support experience and forward-planning skills are much more desirable.

Main Duties and Responsibilities particular to the role:

- To prepare responses to all requests for information received by the College under the Freedom of Information Act and/or Data Protection Act. To monitor shared inboxes, collate information and communicate with the inquirer within agreed deadlines.
- To maintain high standards of confidentiality, data integrity and information security across all Executive and College records and communications.
- To manage the secure processing, storage, retrieval and disposal of personal and sensitive data in line with College policies and legal requirements.
- To support effective information governance and retention. To manage e-discovery systems, including Google Vault and Microsoft Purview, to ensure records are properly managed and audit-ready. Experience of these systems is desirable but not necessary as training will be provided.
- To ensure internal distribution of information as applicable/relevant with a high level of sensitivity/confidentiality. To monitor and check that important matters and information from internal/external sources have been correctly and speedily communicated, and, where appropriate, acted upon.
- To support the coordination, production and distribution of the College magazine published once per term, including liaising with contributors, collating content,

managing deadlines and ensuring final materials are prepared and approved in line with College standards and branding.

- To review and update/maintain all types of electronic/paper-based communication and to effectively file and archive all documents, materials and correspondence to ensure quick retrieval, removal of duplication, in line with College Policies, Legislation i.e. Freedom of Information/Financial Regulations.

Main Duties and Responsibilities of the Executive Support team:

- To initiate and be responsible for all aspects of Executive diary management, alongside the wider Executive Services team.
- To liaise closely and work in collaboration with the stakeholders of the College.
- To coordinate, manage and deliver all aspects of personal assistant/administrative support tasks/projects within the agreed timelines.
- To schedule, attend and minute various meetings, and ensure all actions agreed are logged and actioned.
- To provide a diplomatic approach to the pre-screening of communications and requests, as well as handling correspondence independently where appropriate.
- To prepare draft/final responses to communications in preparation for approval by the Executive Team.
- To develop excellent customer care/collaborative working relationships with all stakeholders, delivering key aspects of the role and to manage projects including preparation of duty rotas.
- To ensure full compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act in all aspects of information handling.

Other expectations:

- Staff may sometimes be required to work at any one of the college campuses or designated places of work.
- Early starts, later finishes, or Saturday work may occasionally be required to suit business needs, but will be pre-agreed with the Head of Executive Services.
- To undertake any such duties as may be required which are commensurate with the scale of the post.

Method of Working

The College expects all members of staff to work effectively as part of a team, or teams, supporting staff and students, improving lives through, education, training, skills and development and fostering social and economic success, in line with the College's overall mission.

Public Relations

Considerable importance is attached to the public relations aspect of all work undertaken by Ealing, Hammersmith & West London College staff. It is a prime objective therefore, that all staff will at all times project to the public the image of the College as being keen to assist wherever possible, and committed to the highest standards of delivery and service.

Equality and Diversity

Ealing, Hammersmith & West London College regards the promotion, embedding and effective implementation of the College Equality and Diversity Policy as a shared fundamental responsibility for all colleagues.

Safeguarding

Ealing, Hammersmith & West London College is committed to safeguarding and prioritising the welfare of children, young people and vulnerable adults and expects all staff to share this commitment at work.

PERSON SPECIFICATION

Job Title	Executive Assistant
Department	Executive Support and Administration
Reports to	Head of Executive Services
Grade	S01

A = Application Form C = Certificate I = Interview	P = Practical Assessment R = References T = Test	Essential or Desirable (E or D)	Method of Assessment
Approach/Values			
The ability to adopt an Ambitious approach – using Innovation and creativity to realise the College's vision		E	A, I
A demonstrable track record of accepting Accountability and taking responsibility for outcomes		E	A, I
A commitment to Inclusion – demonstrating an open, welcoming and supportive attitude to Colleagues and Students		E	A, I
The ability to act with Integrity –displaying a fair, open and honest and accountable		E	A, I
Commitment to the safeguarding of all students in the College and in the workplace		E	A, I
Ability and determination to promote equality and diversity throughout all aspects of College life, including employment and service delivery		E	A, I
Experience			
Experience of providing high quality PA/administrative support within a high demand led environment whilst organising and ensuring the schedules/work of the Executive Team meets the agreed timelines.		E	A, I, T
Demonstrable experience of time/resource management.		E	A, I, T
Demonstrable experience of working in and embracing a team culture		E	A, I
Experience of both coordinating and independently delivering tasks and managing projects and activities within agreed timelines		E	A, I
Proficient computer skills and in-depth knowledge of relevant software such as MS office suite and experience of creating and modifying web pages on the Portal		E	A, I
Education			
Educated to Level 3, including GCSE Maths & English Grade A-C or equivalent and evidence of recent & relevant professional development		E	A, C
A relevant Level 4 i.e. degree or equivalent relevant professional qualification or the commitment to achieve a L4 qualification as directed by the management team		D	A, C
Well-developed numeracy skills with the ability to handle finances/statistics and any data related reports		E	A
Well- developed literacy skills with the ability to prepare		E	A

letters/reports/proof-reading and the taking of minutes etc.		
Skills & Abilities		
Demonstrable high-level of personal assistant/administrative and advanced IT skills	D	A, I, T
Excellent interpersonal skills both written and oral communication	E	A, I, T
Adaptability re planning and monitoring one's own workload to ensure the provision of continual support to the stakeholders of the College within the agreed timelines/service level agreements	E	A, I, T
Ability to manage resources and work with minimal supervision and a solution focussed attitude	E	A, I
Ability to provide a proactively and confidently share knowledge and skills to support the development of processes, systems and relationships to ensure equity of workloads	E	A, I
Ability to produce concise and clear minutes for a variety of management meetings	E	A, I
Ability to research, analyse and interpret complex information/data and present the outcomes in a report format	E	A, I
Ability & determination to promote equality & diversity throughout all aspects of College life, including employment & service delivery	E	A, I
Ability to provide and support all aspects of a safe and secure environment for stakeholders of the college	E	A, I
Committed to continual own CPD	D	A, I
A pragmatic, diplomatic, positive attitude	E	A, I