



Richmond upon Thames College
Building Futures ♦ Achieving Ambitions

JOB DESCRIPTION/ CANDIDATE SPECIFICATION

POST	Executive Assistant to the Principal and CEO
DEPARTMENT	Principalship
DURATION	Permanent
SALARY	£30,243 to £31,926 per annum inclusive of London Weighting (Scale SO2)
HOURS	36 per week
RESPONSIBLE TO	Principal and CEO

DEPARTMENT

The Executive Assistant and the Administrative Assistants work in a team in a busy shared office which is a key centre for internal and external communications. These posts require a calm, friendly and efficient approach to staff, students and visitors.

JOB PURPOSE

To provide full personal assistance, secretarial and administrative support, to the Principal and to co-ordinate the day to day work and direct management of a small team of personal assistants.

MAIN DUTIES AND RESPONSIBILITIES

To provide a full secretarial, administrative and support service to the Principal, and his senior representatives as appropriate, including:

- Managing of diaries/brought forward/reminder systems, planning and organising meetings and providing relevant and timely information.
- Assisting with arrangements for meetings and visitors – organising refreshments and hospitality, assisting with travel arrangements etc. as appropriate.
- Establishing and maintaining appropriate office systems for handling correspondence, filing arrangements and retrieval of information.
- Preparation of correspondence, reports, minutes, spreadsheets, briefing papers and general correspondence.
- Sorting, prioritising, processing and distribution of incoming mail of all types
- Providing a clerking service for specific meetings including reminders for the preparation of agenda, items brought forward, taking minutes and following up the agreed actions.
- Keeping track of relevant minutes and correspondence and ensuring that required actions are notified and taken in due time.
- Providing cover for the other PAs.
- Processing and progressing enquiries and work for the Principal in his absence.
- Managing the office budget as delegated by the Principal.
- Liaising with College managers and staff on various matters as appropriate.
- Dealing with all telephone calls and enquiries and taking action on these where appropriate.
- Dealing sensitively with all issues in the course of duties in particular those relating to Personnel and ensuring that confidentiality is preserved at all times.
- Organising and planning student events which may require travelling to other venues and working additional hours including evenings and weekends.

- Presenting a personal, efficient and friendly image and providing a high standard of service at all times.
- Promote good communications both within the Principal's office and between the Principal's office and the rest of the College and its stakeholders.
- To directly manage and oversee a small team of Personal Assistants within the PA's office, to include staff appraisals and the identification of training needs.

These duties are not exhaustive or exclusive. The duties may be varied provided that any other duties are appropriate to the grading level of the post.

GENERAL DUTIES

- To participate fully in appraisal according to the College requirements and undertake training and development likely to improve personal knowledge and skills as required.
- To keep up-to-date with Quality Improvement initiatives and to be aware of, and meet, service standards for the department.
- To propose any ideas that may help to promote and extend the College's reputation and efficient running of the College.
- To undertake all duties and responsibilities in accordance with College policies inclusive of Equal Opportunities, Data Protection, Child and Vulnerable Adult Protection, Quality and Financial regulations. To report any concerns to the appropriate person.
- To use appropriate management information to recognise and support diversity in the student cohort.
- To work safely, consider the safety of others and work within the guidelines stated in the College Health and Safety Policy.
- To be available to assist in enrolment procedures. This may require additional hours including evenings and weekends, for example during the Autumn Term.
- To work flexibly, this will include evenings, open days, parents' evenings and possibly weekends. Where this requires working outside normal working hours (e.g. evening/weekend working) time off in lieu arrangements will apply.
- To undertake any other duties commensurate with your level of responsibility as may be required by the Principalship Team.

EXPECTATIONS FOR ALL STAFF

All members of staff at the College are expected to be:

➤ **Responsive & Adaptive**

Responsive to change, creating new opportunities for meeting new challenges

➤ **Creative, imaginative and entrepreneurial**

Innovators and commercially aware

➤ **Collaborative**

Promote 'team-ship' through collaboration and taking pride in their work and the College

➤ **Passionate professionals**

Role models committed to continually improving themselves and ultimately the experience and success of our students

➤ **Accountable**

Understand the impact of (and take responsibility for) their actions upon College stakeholders

CANDIDATE SPECIFICATION

The successful candidate will fulfill the following essential requirements, and will also ideally hold the desirable attributes.

This person specification will be used in shortlisting and in interviewing to select the best candidate. You are therefore advised to address each aspect of the person specification in your written application.

*** Key:**

AF – Application Form I – Interview PE – Practical Exercise

	Qualifications	Essential	Desirable	Assessed By
1	Educated to NVQ level 4 or equivalent	✓		AF
	Skills and Abilities			
2	Excellent communication skills both written and verbal	✓		AF/I
3	Strong interpersonal skills to work with staff at all levels	✓		I
4	High level of computer literacy in all MS Office packages	✓		AF/I/PE
5	Excellent standard of written English – for drafting correspondence, minute taking and presenting information	✓		AF/PE
6	Experience of providing exemplary customer service to both internal and external customers	✓		I
7	Ability to exercise tact and diplomacy and deal with a wide range of contacts both internal and external	✓		I
8	Ability to use initiative, organise and prioritise	✓		AF/I
9	Ability to identify and implement improvements in existing systems	✓		I
10	Ability to work on own initiative and as an effective member of a team	✓		I
11	Ability to maintain strict confidentiality	✓		I
12	Ability to work under pressure and to strict deadlines	✓		AF/I/PE
13	To have a flexible and proactive attitude towards objectives and work tasks.	✓		I
	Knowledge and Experience			
14	Experience of working as a PA at Executive/Director level	✓		AF/I
15	Experience of developing and implementing administrative systems	✓		I
16	Experience of working in education or similar environment		✓	I

CONDITIONS OF SERVICE

Annual leave entitlement is 29 days per year, rising to 32 days per year after 5 years' service, plus 3 days for planned closures of the College, and Bank/Public holidays normally observed in England and Wales.

The appointment will be subject to suitable references, medical clearance, enhanced disclosure from the Disclosure and Barring Service (DBS), evidence of eligibility to work in the UK and evidence of qualifications.

All of the above checks must have been completed **before** the start of the employment. Confirmation of appointment is subject to the satisfactory completion of a ten month probationary period.

This job description/candidate specification is subject to periodic review.

All members of the College Management Team are expected to exhibit these management capabilities at a strategic level as follows:

Knowledge (a RuTC manager should know:)

- Frameworks, regulations and requirements of the sector and how these relate to their role
- College information systems and how to utilise data
- College/section Strategic Objectives
- College/section strategic plans and how to implement them
- College ethos, mission and values statement
- College policies, procedures and practices
- Equality and Diversity and inclusion policies and codes of practice
- Funding and financial management within sustainability framework
- Strengths and areas for development of the team they manage
- Performance management procedures
- Quality assurance, self assessment procedures and development planning

Skills (a RuTC manager should be able to:)

- Manage their development plan to identify and address any gaps in their knowledge
- Analyse complex situations to formulate actions
- Set clear objectives and targets
- Develop clear action plans and monitor progress
- Effectively communicate and uphold the agreed values
- Ensure compliance with policies and procedures within their team
- Ensure commitment to equality of opportunity
- Present costed plans and proposals within limits of resources
- Manage people effectively and consistently
- Provide support and give feedback
- Implement and monitor and evaluate quality assurance

Behaviours (a RuTC manager should:)

- Prioritise objectives, plan work and lead by example in delivering high quality performance
- Seek to overcome barriers and solve problems
- Contribute to College objectives
- Set demanding, achievable targets and provide feedback and encouragement
- Be a professional role model and expect professionalism from team members
- Demonstrate compliance with policies and procedures
- Demonstrate integrity, inclusivity and respect for diversity
- Comply with financial policies and procedures
- Demonstrate clear leadership fairly and equitably
- Carry out regular appraisals
- Constantly seek to improve performance and achieve success