

# JOB DESCRIPTION

<b>Job Title</b>	<b>Executive Assistant, Dean's Office</b>		
<b>Reports to</b>	<b>Executive Assistant to the Dean</b>		
<b>Department</b>	<b>The Dean's Office</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The Dean is the Chief Executive Officer of the School and his Office provides him with direct support in carrying out the internal and external facing aspects of this role.

The School Secretary is responsible for the School's corporate governance, regulatory compliance, legal affairs, corporate planning and strategic projects.

## Job Purpose

The Executive Assistant, Dean's Office is responsible for providing effective and professional administrative and operational support to the Dean's Office. The post-holder will work closely with the Executive Assistant to the Dean in providing a high level of support to the Dean day to day, including acting as the key contact point for all matters relating to the Dean when the Executive Assistant to the Dean is absent.

The ability to exercise good judgment across a variety of situations, act with sensitivity, discretion and diplomacy, manage competing priorities, have an awareness of issues

taking place in the environment and ability to work under pressure are all essential qualities for this role.

## **Key Areas of accountability and Key Performance Indicators (KPIs)**

### **Events and Diary Management**

- When the Executive Assistant to the Dean is absent, acting as key contact point for all matters relating to the Dean. In order to do be able to do this, it is necessary to stay engaged with the Dean's movements and activities each day to maintain awareness
- Assisting with the planning and organisation of all aspects of overseas trips made by the Dean including flights, accommodation and visas
- Coordinate logistics of all events at the Dean's House in liaison with nominated event organisers from all School departments
- Overseeing logistics for all meetings initiated by the Dean including booking rooms, greeting guests, ordering catering, arranging AV support and checking room set up
- Tracking and managing deadlines set by the Executive Assistant to the Dean for briefing papers on all events and meetings involving the Dean from all School departments

### **Written Communication**

- Formatting, proof-reading, editing and tracking correspondence submitted by other departments to be sent on behalf of the Dean

### **Delivery and Support**

- Managing the day to day functioning of the Dean's Office including the organisation of team meetings, office management tasks such as ordering stationery, reporting maintenance issues, raising purchase orders etc
- Management and processing of credit card and other expenses for the Dean's Office
- Providing support for the School Secretary with diary and meeting organisation
- Projection of a positive, professional image for the Dean's Office, acting as a key point of contact for internal and external stakeholders

### **Collaboration**

- Development and management of effective working relationships with other departments across the School in order to drive consistency of approach/ standards, thereby enabling effective cross-School service delivery.
- Collaboration with the Executive Assistant to the Dean to ensure the provision of high level support for the Dean

## Knowledge/Qualifications/Skills/Experience required

- Minimum of A-level standard education
- Significant administrative experience working with senior level and/or high profile individuals as a personal or executive assistant
- Significant experience managing complex diaries, travel itineraries and coordinating events
- Excellent oral and written communication skills and the ability to address a variety of stakeholders including communicating sensitive messages and dealing with confidential enquiries
- Excellent working knowledge of standard IT packages, systems and/or databases.
- Proactive approach to relationship development with colleagues
- High level of attention to detail
- Well-developed time management skills with the ability to organise and prioritise, with a sense of urgency when required
- Capable of working under pressure and with minimal supervision
- The ability to work collaboratively

<b>Staff</b>	0
<b>Budgets</b>	0
<b>Date Updated</b>	3 January 2025