

## Job Description

<b>Job Title</b>	<b>Executive Assistant, Subject Areas</b>		
<b>Reports to</b>	<b>Subject Area Manager</b>		
<b>Department</b>	<b>Research and Faculty 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 Research and Faculty Office (RFO) is responsible for providing HR, Research, Teaching and PhD support to the academic staff of London Business School. The Subject Areas consist of seven small teams led by the Deputy Director, RFO in close partnership with a senior faculty member in each Subject Area. Subject Areas provide key support such as:

- Course administration, including Canvas setup and assessment
- Coordination of research events
- Processing expenses and managing casual workers/timesheets
- Administrative support to faculty and department

### Job Purpose

The Executive Assistant role will provide operational support to the Managers of the Finance and Entrepreneurship Subject Areas in delivering their strategic plans as well as administrative of a team of ~ 6 faculty assistants each. This role will be required to collaborate with other School departments to ensure that a culture of continuous improvement is embedded.

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

### Key areas of accountability:

#### **Diary Management**

- Forward planning of diaries. Actively managing time, ensuring accurate diary management and ensuring clear sight of what the priorities are for the day/week/month and prepare all materials in advance.
- Ensure accurate and effective diary and meeting management, using judgement to manage and prioritise the schedule, ensuring important conflicts/issues are flagged and resolved.
- Ability to manage a heavy workload and at times conflicting priorities as well as tracking progress on a wide range of tasks.
- Primary point of contact for internal and external visitors
- Organising department events, taking into consideration diary commitments.

#### **Planning**

- Support a team of faculty assistants to ensure administrative services are delivered in an efficient and professional manner
- Prepare reports on budgets, activities and events for both teaching and research initiatives
- Manage projects, teaching activities or events as determined by the SAMs (Subject Area Manager)
- Work closely with the SAMs in the recruitment and onboarding of new faculty and PhD students, taking a lead in some key activities
- Act as the secondary point of contact for the department
- Support for internal and external meetings, planning, agenda preparation, building presentations, note taking, AV (Audio Visual) support, action planning and sending follow up communications.
- Oversee the organisation of logistical arrangements including booking venues, ordering catering etc.
- Effective management of departmental meetings e.g. away days, regular management meetings
- Format and prepare documents to a high standard in line with School templates and branding.
- Expenses are processed in a timely manner adhering to School policy.

#### **Budget Management**

- Review and approve expenses in a timely fashion, whilst adhering to department and school policies.
- Oversee accounts and budgets on behalf of the department.
- Liaise with accounts and third party vendors.
- Track department expenditure monthly on behalf of line manager.
- Effective management of department social budget as appropriate.

#### **Project Management**

- Support the annual teaching planning process.
- Review resource allocation on a termly basis.
- Support recruitment campaigns, coordinating schedules, booking space and overseeing the allocated budget.

### **Team Support**

- Deputise for SAM (Subject Area Manager) when required
- Work collaboratively with other departments in preliminary stages of teaching scheduling and timetabling Coordinate New Starters' onboarding and induction programmes, including swipe card and IT/Accounts requirements
- Complete School processes relating to School Leavers. n
- Coordinate space/office for all staff, including IT assets
- Maintain updated directory of staff office locations and telephone extensions
- Responsible for smooth-running of general office – dealing with and resolving queries including IT support and office maintenance, upkeep of equipment and supplies, resolution of Estates, IT and related issues
- Ensuring occasional expenses are processed in a timely manner, adhering to School policy.
- Management of departmental events and activities, taking the lead to ensure they are run and delivered smoothly and within budget.
- Update team lists and organisational charts.
- Assisting with individual travel arrangements and queries.

### **Relationship and Stakeholder Management**

- Establish excellent working relationships with Faculty members of the Subject areas and the Faculty assistants
- Anticipate needs of key stakeholders and team to drive initiatives forward proactively
- Liaise closely with external contacts such as suppliers, academic referees, and external advisers.

### **Other**

- Any other duties as reasonably requested.

## **Knowledge/Qualifications/Skills/Experience Required**

### **Knowledge/Qualifications Required**

- Previous PA experience
- Excellent IT skills including Word, Excel and PowerPoint
- Experience of databases
- Experience of web editing
- Experience in higher education
- Experience of leading process improvement

### **Skills/Experience Required**

- Calm, professional and discreet
- Self-motivated, dedicated team player, with a proactive approach and acting as 'go-to person'
- Able to work independently and use own initiative
- Excellent attention to detail
- Excellent time management, organisational and follow-through skills
- The ability to build and establish a good rapport with stakeholders at all levels of the organisation

- Demonstrated customer service orientation and a high-level of interpersonal and communication skills (both oral and written)
- Strong research and analytical skills
- Strong writing/editing and proof-reading skills

#### **Key Stakeholders**

- Faculty and Staff from across the School
- Subject Area Chairs
- External Stakeholders

<b>Staff</b>	<b>0</b>
<b>Budgets</b>	<b>0</b>
<b>Date Updated</b>	<b>08/09/2023</b>