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| **Job Title** | Executive Assistant |
| **Reports to** | Chief Marketing Officer |
| **Department** | Brand & Marketing  |
| **Job Family** | **Business Services** | **Level** | **3** |

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| **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. |

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| **About the Department** |
| The purpose of the Engagement department is *to develop a deep understanding of our community and enable LBS to offer experiences that attract, inspire and connect on our journey together*It includes our Advancement, Brand and Marketing and Communications functions, which are responsible for engaging our audiences throughout their LBS journey and promoting a culture of philanthropy to amplify the School’s impact. LBS has over a hundred faculty, conducting world-class research in accounting, economics, finance, management science, marketing, organisational behavior, strategy and entrepreneurship. We have four research institutes focusing on thought-leadership and impact, and a vibrant network of student and alumni clubs. Together, they generate a remarkable flow of high-quality content and activity for our global community of more than 50,000 current students and alumni. Our task is to ensure we channel this activity into purposeful engagement that supports the School’s purpose and goals. The Brand & Marketing team are the voice of our customers and we work hand-in-hand with our business unit partners to take our learning offer, learning experiences/outcomes and faculty thought-leadership to market - to specifically appeal to, drive consideration and preference for, and support advocacy of the LBS brand as a learning partner *throughout* individual careers and organisational transformation. |

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| **Job Purpose** |
| The Executive Assistant is the key right-hand manager for the Chief Marketing & Creative Officer (CMCO) as well as the leadership team within Brand & Marketing, supporting the departments purpose of elevating the LBS brand and supporting business growth targets. In addition, this role will provide approximately 10% support to the Chief Engagement Officer which will comprise of diary management, invoicing and additional support as required. This role requires excellent working relationships with both the Chief Marketing & Creative Officer and Chief Engagement Officer as well as the wider Brand & Marketing and Engagement Department. You will juggle multiple projects and priorities in a fast-paced environment where communication, accuracy and thinking on ones feet are critical.  |

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

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| **Key areas of accountability:****Active management of diary, travel, meetings and team communications** * Be a robust gatekeeper and proactive manager of the CMCO’s time. You will also actively support the Chief Engagement Officer’s time as required.
* Provide accurate and effective diary and meeting management using judgement to manage and prioritise the schedule and ensure important conflicts/issues are flagged and resolved.
* Forward planning for clear sight of priorities for the day/week/month ahead in order to brief the CMCO and or Chief Engagement Officer.
* Oversee the organization of logistical arrangements including booking rooms, IT or AV support, ordering catering etc.
* Planning and organisation of all aspects of any overseas trips made by the CMCO.
* Approve annual leave requests for CMCO direct reports ensuring the relevant calendars are updated accordingly.
* Provide light adminstrative support to the senior team as required and appropriate.
* Ability to manage a heavy workload and at times conflicting priorities as well as tracking progress on a wide range of tasks.

**Planning Departmental Events and Meetings*** Plan and manage quarterly Engagement and Brand & Marketing Townhalls. Prepare agendas and presentations, oversee all logistical arrangements - booking rooms or venues, liaising with the IT and AV teams as well as Estates, Porters and Catering.
* Coordinate and attend monthly High-Level View meetings for Brand & Marketing Leadership Team, capturing key updates and actions.
* Schedule monthly Engagement Leadership Team meetings, Steering Group Meetings and workshops as requested. These meetings involve high numbers of attendees, often from across the School so juggling multiple diaries and liaising with relevant stakeholders and assistants is required.

**Budget Management** * Manage department credit card spend, reconciling and submitting claims monthly via the School’s Procurement System.
* Coordinate and administer invoices for the team, raising purchase orders through the School’s Procurement system, following up on outstanding payments as required.
* Set up new suppliers on the School Procurement System and support ad hoc contractual queries.
* Liaising with accounts and third-party vendors as required.

**Strategic projects*** Support the CMCO with complex tasks, cross team communication and project management as required.

**Relationship and stakeholder management*** Establish key working relationships with the Dean’s office, HR, Finance, Advancement, Communications, the EA network and other senior staff across the department and the School.
* Anticipate needs of key stakeholders and team to drive initiatives forward proactively.

**Lead office and day to day department operations*** Be the main ‘go-to’ person for both the Brand & Marketing Team and the Engagement Department for internal and external stakeholders.
* Maintain and update Brand & Marketing and Engagement Distribution lists and Teams channels.
* Work alongside HR to update the Organisation Chart on a monthly basis.
* Own the Brand & Marketing Department’s monthly undertaking of e-learning (Bobs Business) to maximise course completion.
* Setting up and maintain office systems including stationery and catering orders
* 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.
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| **Knowledge/Qualifications/Skills/Experience required**  |
| * Previous PA experience supporting senior executives
* First class planning and strong organisation skills
* Excellent oral and written communication skills
* Strong attention to detail
* Proven ability to deal with confidential information
* Highly developed relationship building and stakeholder management skills
* Strong project planning and management skills with experience of leading and managing multiple projects at once
* Solution focused approach
* Experience of leading process improvement
* Capable of working under pressure and with minimal supervision
* Proactive and enthusiastic
* Self-motivated but strong team-player
* Great interpersonal skills, a positive attitude and good sense of humour
* Experience with Outlook, Excel, PowerPoint and Word to an advanced level
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| **Staff** |  |
| **Budgets** |  |
| **Date Updated** | **16th January 2024** |