

# JOB DESCRIPTION

<b>Job Title</b>	<b>Executive PA</b>		
<b>Reports to</b>	<b>Vice Dean &amp; Associate Dean</b>		
<b>Department</b>	<b>Teaching and Learning / Vice Dean's office and DECC</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 Vice Dean is responsible for all teaching and learning activities in the School. Reporting to the Vice Dean are the Associate Deans of Degree Education and Career Centre (DECC), Executive Education (EE), and Digital Learning (DL).

DECC is responsible for designing, marketing and delivering the School's portfolio of degree programmes, and also running the Career Centre. DECC represents around 65% of London Business School's revenues. With the MBA, EMBA Global A&E, MiF and MiM programmes ranked in the top 10 by the Financial Times, the department also plays an essential role in supporting the School's brand and reputation.

The Executive PA will divide their time equally between the Vice Dean and the Associate Dean of DECC.

## Job Purpose

The Executive PA is the key right hand manager for the Vice Dean and Associate Dean of DECC of the School and is there to help support them in their work of advancing London Business School's ambition. This demanding role requires the establishment of excellent working relationships with the Vice Dean and Associate Dean, the senior leadership teams, high level internal and external stakeholders and important school influencers to help fulfil the objectives for the two individuals.

This role will require juggling multiple projects (with complex stakeholders) that cross both the Vice Dean's and Associate Dean's office, to move forward with multiple initiatives in a fast paced environment where communication, accuracy, and thinking on ones feet are critical. The ability to understand Degree Education and Executive Education initiatives and lead proactively in their development will be essential.

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

### **Key areas of accountability:**

#### **Supporting and actively managing diary, travel, meetings, stakeholder presentations and other documentation, team communication & expenses**

- Be a robust gatekeeper and pro-active manager of the Vice Dean's (VD) and Associate Dean's (AD) time, correspondence and travel. Accurate and effective diary and email management; using judgment to manage and prioritise their schedule ensuring important conflicts or issues are flagged
- Accountability to ensure both the VD and AD have clear sight of what their priorities are for the day / week / month and are briefed and prepared with all materials in advance
- Where a personal management system of tracking resources and time is used, updating if appropriate, and reviewing to identify bottlenecks, challenges or conflicts is highlighted
- Ability to manage a heavy workload and at times conflicting priorities as well as tracking progress on a wide range of tasks and flagging potential challenges
- Expenses are processed in a timely manner adhering to company policy
- If accountable for budgets related to projects or team events they are managed and monitored effectively adhering to budget forecasts

#### **Support in delivery of strategic objectives**

- Conduct data collection, research and information through key stakeholder interaction, internally and externally, to prepare draft papers and presentations using the appropriate internal branding for the VD and AD to review and finalise
- Format and prepare reports and documents to a high standard in line with School templates and branding
- Project management lead or participation in key events for DECC, EE and DL, including high visibility events. Preparing project plans and agreeing responsibility with the VD or AD at the outset and pro-actively updating. All aspects of planning and execution will be well organised, smoothly run, with wide input from across team and across key areas of the school with excellent follow through

#### **Relationship and stakeholder management**

- Establish key working relationships with Executive Leadership team, Dean's Office, Governing Body, key faculty and key senior staff

- Understanding the work flow within key offices around school and Degree Education and Executive Education to carry forward important projects and events to achieve results
- Anticipating needs of key stakeholders and team and being able to drive forward initiatives proactively

**Providing team day-to-day operations support (e.g. on boarding, team meetings, away days, and other DECC wide events)**

- The ability to lead on key operational tasks; included in the area of the role will be running of daily or weekly (as required) meetings as agreed with the VD and AD
- Ownership for agendas, sign off and circulating, minute taking and following up with actions
- To be seen as the 'go to person' within Teaching and Learning on team and School Policy and Procedures, know where to direct people
- To step in where needed to help in the smooth delivery of all activity
- Ownership for coordinating cross PA initiatives and training new PAs within the department

**Key Stakeholders:**

- Degree Education and Career Centre teams, Executive Education, Dean's office, Governing Body, Executive Committee, Management Committee, Students, Staff, Marketing/Communications, Advancement, External Stakeholders

**Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree or equivalent experience
- Experience of supporting senior executives required
- Experience in in higher education or corporate environment preferred
- Excellent organisational skills and meticulous attention to detail.
- Demonstrated customer service orientation and interpersonal skills
- Strong project planning and management skills with experience of leading and managing multiple projects at once
- Proven strong organisational skills
- Strong writing/editing skills
- Strong research and analytical skills with the experience of preparing and presenting draft papers/research to senior management
- Solution focused approach
- Experience with Outlook, Excel, PowerPoint and Word to an advanced level
- Proven ability to appropriately deal with confidential information

- Proactive and enthusiastic
- Self-motivated but strong team-player
- Positive attitude
- Experience of leading process improvement

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	<b>November 2022</b>