

# JOB DESCRIPTION

<b>Job Title</b>	<b>Executive Assistant – Executive Education</b>		
<b>Reports to</b>	<b>Head of Executive Support</b>		
<b>Department</b>	<b>Business Operations &amp; Services</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

- Business Operations & Services (BOS) provides a set of cross-School services that support the effective operation and sustainable growth of the School. The department works in partnership, and to provide essential operations and services, to Degree Education students, Executive Education participants, faculty and staff by ensuring that key services are delivered consistently, reliably, and at scale.
- BOS brings together a selective group of scale-critical and risk-bearing services where clear ownership, standardisation, and resilience are essential. Its focus is on providing high quality service, ensuring consistency and efficiency, and strengthening operational reliability across the School.
- Through defined service ownership, agreed service levels, and a data-informed approach to continuous improvement, BOS enables all audiences and stakeholders to focus on their core activities, while ensuring that the School's operating model can support increasing complexity and growth.

## Job Purpose

The Executive Assistant within Executive Education provides high-quality, professional administrative and operational support to senior leaders within Executive Education. Depending on business need, the role will support one or more Executive Directors and may also provide dedicated support to the Associate Dean for Executive Education.

This demanding role requires the establishment of effective and trusted working relationships with senior leaders, the School's wider senior leadership team, and high level internal and external stakeholders, in order to support the delivery of Executive Education and school-level objectives.

Operating within a shared "hub" model of Executive Assistants, the role contributes to consistent, efficient and best practice ways of working across Executive Education and the School. In addition, this role may provide secondary or flexible EA support to an additional named senior leader to ensure continuity of service and appropriate cover as required.

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

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

#### **Active management of diary, travel, events and meetings**

- Forward planning for clear sight of priorities for the day/week/month ahead in order to brief the Associate Dean and Executive Directors
- Provide accurate and effective diary and meeting management for Associate Dean and Executive Directors using judgement to manage and prioritise the schedule and ensure important conflicts/issues are flagged and resolved.
- Act as a professional, welcoming but robust gatekeeper for the Associate Dean and Executive Director's time and attention through understanding strategic and operational priorities
- 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
- Oversee the organisation of logistical arrangements including booking rooms, IT or AV support, ordering catering etc.
- Ensure the Associate Dean and Executive Directors are effectively supported with travel arrangements and appropriate schedules are provided when travelling on business.
- Assisting with individual travel arrangements and queries, as needed
- Primary point of contact for internal and external visitors
- Coordinate travel, accommodation and conference registrations for Associate Dean, Executive Directors' and on occasion, team members attending selected external events.
- Manage shared team and executive inboxes, triaging correspondence, responding where appropriate and escalating issues as required

#### **Lead on day-to-day department operations**

- Responsible for smooth-running of general office as may be required– dealing with and resolving queries including IT support and office maintenance, upkeep of equipment and supplies, resolution of Estates, IT and related issues.
- Expenses are processed in a timely manner on behalf of the Associate Dean and Executive Directors, adhering to School policy
- 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 Associate Dean and Executive Directors
- Ownership for agendas, sign off and circulating, minute taking and following up with actions

- To be seen as a 'go to person' within Executive Education 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
- Track and monitor team-level expenditure by quarter and year, allocating costs accurately and maintaining up-to-date records in collaboration with Finance colleagues
- Manage purchasing of materials, resources and supplies required for Design Labs, workshops and wider team activity, in line with School processes.
- Coordinate and maintain booking schedules for the Design Lab to ensure effective use and availability.
- Provide logistical and operational support for recurring events, Design Labs, workshops including venue coordination, materials purchasing, catering and on-the-day logistics.
- Coordinate scheduling and logistics for showcases, briefings or meetings involving prospective collaborators or associates.

### **Written Communication**

- Format and prepare reports and documents to a high standard in line with School templates and branding

### **Analysis and Reporting**

- Liaise across the team and other departments to coordinate the preparation of reports and analyses as required by the Associate Dean and Executive Directors Executive Education

### **Strategic projects**

- Support the Associate Dean and Executive Directors with complex tasks, cross team communication and project management as required.
- Project management lead or participation in key events for Executive Education, including high visibility events. Preparing project plans and agreeing responsibility with the Associate Dean and Executive Directors at the outset and pro-actively updating.
- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.
- Maintain ownership of team project and workstream trackers, coordinating updates with colleagues and supporting visibility of progress, deadlines and dependencies.

### **Process Improvement**

- Monitor processes, systems and practices related to support of the Associate Dean, Executive Education, and plan and carry out regular reviews to identify opportunities for improvement.

### **Collaborative / Relationship and Stakeholder Management**

- As needed to cover staff absence or to ensure continuity and consistency of support, acting as secondary EA support to a named senior leader within the "hub" model.
- Develop and manage effective relationships with other departments across the School in order to drive consistency of approach / standards and ensure effectiveness of cross-School collaboration.
- Establish excellent working relationships with senior members of the School including the Dean's Office, Governing Body, Marketing and Communications, senior stakeholders and their EAs.
- Collaborate closely with team members and other colleagues across the School to enable cross-department working, to raise the Executive Education department profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
- Anticipate needs of key stakeholders and team to drive initiatives forward proactively

### Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

### Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree (or equivalent experience) with significant administrative experience supporting senior executives or high-profile individuals.
- Demonstrable experience managing complex diaries, international travel arrangements, and high-level meetings and events.
- Experience working in higher education or a corporate/professional services environment.
- Excellent organisational and time management skills, with the ability to prioritise multiple projects and work under pressure.
- Proven ability to handle highly confidential and sensitive information with discretion and professionalism.
- Strong written communication skills, including drafting, editing, proofreading, and preparing papers or reports for senior management.
- Excellent oral communication skills, with the ability to engage effectively with senior stakeholders and external partners.
- Strong project planning and coordination skills, with experience managing multiple concurrent priorities.
- Demonstrated customer service orientation and the ability to build effective relationships at all organisational levels.
- Strong research and analytical skills, with experience preparing briefing materials and presentations.
- Proactive, solution-focused, and self-motivated approach, with the ability to work independently and collaboratively as a trusted 'go-to' professional.
- Experience with Outlook, Excel, PowerPoint and Word to an advanced level
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<b>Staff</b>	0
<b>Budgets</b>	As required
<b>Date Updated</b>	24 June 2026