

JOB DESCRIPTION

Job Title	Administrative Assistant - Dean's Office		
Reports to	Head of Executive Support		
Department	Business Operations and Services		
Job Family	Business Services	Level	TBC

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 Administrative Assistant, Dean's Office is primarily 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.

In addition, this role will provide secondary administrative support to a further named senior leader to ensure consistency and appropriate levels of support are provided as needed.

Working within a "hub" model as a team of Executive Assistants, this role is expected to promote best practice and effective ways of working across the team providing support for senior leaders across the School. 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)

Support the EA to the Dean with all aspects of the Dean's commitments including:

- Overseeing logistics for all meetings initiated by the Dean including booking rooms, greeting guests, ordering catering, arranging AV support and checking room set up
- Assisting with logistics of all events at the Dean's House in liaison with nominated event organisers from all School departments
- Assisting with the planning and organisation of the Dean's overseas travel including flights, accommodation and visas
- 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
- Formatting, proof-reading, editing and tracking correspondence submitted by other departments to be sent on behalf of the Dean
- Support the Executive Assistant to the Dean with complex tasks, cross department communication and project management as required
- When the Executive Assistant to the Dean is absent, acting as key contact point for all matters relating to the Dean – staying engaged with the Dean's movements and activities each day to maintain awareness

Lead office operations and communications

- 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
- Managing and processing credit card and other expenses for the Dean's Office

- Projecting a positive, professional image for the Dean's Office, acting as a key point of contact for internal and external stakeholders

Collaborative / Relationship and Stakeholder Management

- Provide administrative support to a named senior leader and cover staff absence as needed to ensure continuity and consistency of support within the "hub" model.
- Establish key working relationships with staff in the Dean's office, HR, Finance, Advancement, Communications, the EA network and other relevant staff across the department and the School.
- Establish excellent working relationships with senior members of the School including the Dean's Office, Chair of Governing Body, Marketing and Communications, senior stakeholders and their PA/EA's.
- Liaise closely with external contacts such as suppliers, academic referees and external advisers

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree (or equivalent experience) with significant administrative experience supporting senior executives Experience managing complex diaries, international travel arrangements, and meetings involving senior stakeholders.
- 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 confidential and sensitive information with discretion and professionalism.
- Strong written communication skills, including drafting, editing, and proofreading correspondence and documents 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.
- 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