

JOB DESCRIPTION

Job Title	Executive Assistant – Deans Office		
Reports to	School Secretary		
Department	The Dean’s Office		
Job Family	Business Services	Level	3

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 Dean is the Chief Executive Officer of the School and his Office provides him with direct support in carrying out the vital internally and externally facing aspects of this role.

The School Secretary is responsible for the School’s corporate governance, regulatory compliance, legal affairs, corporate planning and strategic projects.

Job Purpose

The Executive Assistant works as part of a two-person team with the Personal Assistant to the Dean and Community Engagement Manager to provide support to the Dean, and also provides administrative support to the School Secretary.

The postholder has particular responsibility for supporting the Dean through liaison with the Marketing and Communications department on the preparation of speech

outlines and briefings, the drafting and editing of internal and external communications and correspondence, and collaborating with the Personal Assistant to the Dean and Community Engagement Manager on the management and co-ordination of overseas visits.

The postholder is also responsible for providing assistance to the School Secretary in her/his role as Secretary of the Governing Body, for administrative duties relating to Health and Safety and the Freedom of Information Act, and for operational support to the Dean's Office.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

Provision of support the Dean, including:

- Preparation of speech outlines, contributing ideas, and collecting and verifying data as required
- Liaison with staff, faculty, students, alumni and external stakeholders to provide briefings for all events attended by the Dean
- Providing support for the Dean in developing his engagement with the school's diverse stakeholders
- Liaison with the Marketing and Communications department as required on the drafting, editing and proof-reading of communications from the Dean to internal and external stakeholders
- Liaison with the Advancement department and other departments as required on the management of the Dean's correspondence including drafting and editing responses and ensuring action is taken by the departments as required
- Supporting the day-to-day functioning of the Dean's office, including covering phones, ordering stationery and providing holiday cover for the Dean's Personal Assistant and Community Engagement Manager

Collaboration

- Collaboration with the Personal Assistant and Community Engagement Manager to ensure the provision of a high level of support for the Dean
- Joint responsibility for the co-ordination of all overseas visits by the Dean with the Personal Assistant and Community Engagement Manager
- Collaboration with other departments across the School to enable cross department working, to drive consistency of approach/ standards through the wider School, thereby enabling effective service delivery.

Relationship and Stakeholder Management

- Provision of support for the School Secretary in her/his role as Secretary to the Governing Body, including responsibility for all arrangements for meetings of the Governing Body and its committees.

Health and Safety

Responsibility for ensuring the maintenance of a healthy and safe working environment at the School:

- Management of Display Screen Equipment (DSE) Workstation assessments for the School's 700+ employees, including supervision of the School's DSE consultant, prioritisation of employee demand and management of expectations
- Responsibility for maintaining records of the School's complement of first aiders and fire marshals, including organisation of training for volunteers as required.
- Ongoing upkeep of the Major Incident Plan contacts list and acting as Secretary to the Major Incident Team on all occasions when the Major Incident Plan is invoked.
- Management of the accident/ incident reporting process, liaising with the H & S Consultants as necessary
- Acting as Minute Secretary to the H & S Committee.

Freedom of Information act

- Provision of support for the School Secretary through daily monitoring of the FOI inbox, liaison with internal stakeholders to obtain information required to respond to FOI requests, and drafting of responses to requests.

Financial and Administrative Support

Provision of operations support to ensure the effective running of the Dean's Office, including:

- Acting as minute secretary to the Academic Policy Committee
- Processing of all invoices, purchase orders and expenses claims for the department
- Liaise with the Marketing and Communications department as required to update content on School website.
- Support for the School Secretary in the organisation of all departmental meetings.

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.

- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- May be working towards relevant professional qualification.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Positive experience of working within a customer-services orientated environment.
- Budget management experience

Staff	
Budgets	
Date Updated	25 September 2020