



## **Job Detail** **(Overview, Role Detail and Person Specification)**

**Salford Business School**

**Executive Support Team Manager – Grade 6**

**(Ref: )**



**Role title:** Executive Support Team Manager (ESM)

**Reports to:** School Business Manager (SBM)

**Accountable to:** Dean of School, Deputy Dean and School Executive

### Role Detail

Reporting directly to the School Business Manager (SBM), the Executive Support Team Manager (ESM) leads the Executive Support Team, responsible for managing the schedules and smooth coordination of the Senior Leadership team's various activities and the successful operation of the school's back-office systems and processes. The ESM will be expected to work collaboratively and demonstrate outstanding supervisory, customer service, time management and organisational skills with a high level of self-motivation, creativity, and initiative.

### Role Responsibilities

- Lead the co-ordination and delivery of all Executive Support Team activities, fostering a culture of customer service excellence and continuous improvement, to deliver an outstanding service to all stakeholders
- Provide highly developed professional and proactive support to the Senior Leadership team, acting as first point of contact. Use initiative and judgement to anticipate and research information needed by the Senior Leadership team in respect of significant meetings, conferences, negotiations, and events. Initiate reports and documents of a confidential nature in connection with senior management meetings and matters which require a significant degree of discretion to be exercised. Deal with incoming correspondence with discretion and courtesy and produce confidential letters, reports, and electronic presentations on behalf of the Dean and Senior Leaders
- Provide a high quality, front line professional service for visitors to the Dean's Office liaising effectively and diplomatically with a wide range of internal and external stakeholders to deliver an outstanding customer experience to all. This will involve the need for sensitivity and a corporate approach to maintain the strong external image of the University
- Work on own initiative to meet competing demands and to resolve problems
- Ensure that sensitive and confidential issues, information, and data are handled in an appropriate manner. processed effectively and confidentially, ensuring compliance with GDPR and University regulations
- Foster collaboration across schools and the wider university, role-modelling the Salford behaviours in all interactions

## Supervisory responsibilities

- Be responsible for the leadership, line management and day to day supervision of the Executive Support team, creating a positive and constructive working environment
- Day to day oversight and scheduling of work tasks in an agile environment, planning and identifying resource issues to deliver ongoing operational requirements
- Effectively manage the performance and professional development of the Executive Support Team, identifying training and development needs to support the continuous improvement of the team's activities

## PA to Dean

- To provide a high level of professional support for the Dean in relation to external relations activities, extensive inbox and complex diary management, communications, travel, conference organisation and general secretarial support. Demonstrating good judgement when booking appointments in diaries ensuring all senior leaders' time is used efficiently
- Prioritise and co-ordinate the demands and requests of the Dean's Office to ensure appropriate attention is given to urgent issues, escalating timelines as required

## Office Management

- Oversee accurate diary management to ensure the efficient and effective operations of the Senior Leadership Team
- Manage the collation, review, and distribution of School committee meeting packs, working with the Senior Leadership Team to ensure all information has been collated ahead of the distribution deadline
- Responsible for managing the School's HR processes and data inputting, monitoring compliance, liaising, and working collaboratively with colleagues across the university to ensure best practice and compliance with university policies.
- Manage and oversee the maintenance of the Staff directory and School Web profiles ensuring information is accurate and up to date
- Manage and maintain the Dean's Office file store and any relevant databases. Process and maintain accurate records using spreadsheets, various University databases and software systems, and provide statistical information and reports as necessary
- Take responsibility for central School communications ensuring effective and timely information cascades to colleagues

- Support and assist the planning and management of ad hoc events for the School / Dean's Office, including Open/Applicant visit days and graduation celebrations
- Co-ordinate repairs and maintenance of the school estate working with colleagues in Estates and DIT to provide facilities to staff and students that are fit for purpose
- Manage and oversee the organisation of all travel arrangements for senior leaders, including risk assessments, visa requirements, reservations, appointments, and itineraries for journeys within the UK and abroad
- Use the university electronic financial system, Agresso, efficiently and effectively for travel expenses and procurement. To provide guidance when required on the university financial regulations
- Introduce technological solutions to the work of the office to improve efficiency where appropriate

### General responsibilities

- Providing support when colleagues are absent and work to shared objectives when this is appropriate
- Work positively, flexibly, and creatively to support Senior Leaders to deliver their objectives
- Undertake other such duties as may be determined from time to time as determined by the Dean of School or School Business Manager
- Take the lead on a number of tasks and projects that will require effective collaborative working with a wide range of staff throughout the University
- Participate in internal and external working groups as required
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy and bring to the attention of managers and matters relating to the health & safety of staff, students, and visitors
- Ensure the effective and sustainable use of school and university resources
- Engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

## Person Specification

### Qualifications

The successful candidate should have:		Essential / Desirable	Tested by* A, I, P, T
1	A good standard of general education, to include English and Mathematics to GCSE (or equivalent) level at grade 5 and above (grade C and above)	E	A, C
2	A recognised PA or secretarial qualification	D	A, C
3	A recognised IT qualification	D	A, C
4	Undergraduate degree (or equivalent professional experience)	D	A, C
5	Recent evidence of a commitment to ongoing professional development through study, workplace or external activity	E	A, I

### Background & Experience

The successful candidate should have:		Essential / Desirable	Tested by* A, I, P, T
6	Significant experience of providing senior level administrative support at executive level in a dynamic and demanding environment	E	A, I
7	Strong people management skills with the ability to lead, engage and motivate a team to ensure delivery of team objectives	E	A, I, P
8	Experience of managing relationships at all levels in a large organisation with strong stakeholder engagement skills and proven experience in providing outstanding customer experience	E	A, I
9	Demonstrable experience of managing complex problems to deliver solutions	E	A, I
10	Excellent communication skills with the ability to present oral and written information clearly	E	A, I, T
11	Experience of the management of complex and multi-diary management to manage and prioritise a wide range of schedules	E	A, I, T
12	Experience of developing the professional image of an executive office	E	A, I, T
13	Experience of handling confidential information and an up-to-date knowledge of General Data Protection Regulations	E	A, I
14	Experience of undertaking efficient committee secretariat duties	D	A, I, T
15	Experience of working in a higher education environment	D	A, I, T

## Knowledge

The successful candidate should have demonstrable knowledge of:		Essential / Desirable	Tested by* A, I, P, T
16	Office based practices and procedures in a confidential, dynamic and customer orientated environment	E	A, I, T
17	Good governance and compliance processes and the application to education	D	A, I, T
18	Using information systems and procedures effectively	E	A, I
19	A comprehensive range of IT software including Microsoft 365 applications; email and on-line diary management; and the willingness to train in additional IT skills as and when required	E	A, I, T

## Skills & Competencies

The successful candidate should demonstrate:		Essential/ Desirable	Tested by* A, I, P, T
20	The ability to use initiative and make effective decisions	E	A, I, T
21	An aptitude for working in a fast-paced and demanding environment and the ability to prioritise tasks effectively within a heavy workload	E	A, I, T
22	Solution focus with the ability to assess complex information, situations and issues and deploy innovative problem- solving skills	E	A, I, T
23	An excellent level of accuracy and attention to detail, and the ability to work to very tight timeframes	E	A, I, T
24	The ability to effectively research information and relevant background material for meetings and presentations	E	A, I, T
25	An enthusiastic approach and demonstrable commitment to using technology to bring about process and systems improvements	E	A, I, T
26	An outstanding commitment to customer service	E	A, I, T
27	Reliability, conscientiousness, and the ability to maintain confidentiality	E	A, I, T
28	The ability to work flexibly and outside normal hours of business when required	E	A, I

**A = Application form, C – Certificate, I = Interview, P = Presentation, T = Test**

Details of any assessments required will be provided in the invitation to interview letter.