Job profile

Job title	Executive support manager
Reports to	Chief Executive
Responsible for	Graduate interns, student staff
Salary	£39,520

Job purpose

The postholder will provide executive, project and administrative support to the chief executive, and to provide diary management for the senior leadership team and student officers. They will service the board of trustees, its sub-committees and other committees and groups to support effective delivery of projects and good governance.

Duties

- Deliver special projects for the Chief Executive, such as research, strategic planning support or surveys, while tracking their wider workload to support effective delivery
- Support the Chief Executive by managing a high-volume diary and making independent decisions on priorities to protect their time
- Manage the Chief Executive's correspondence, responding on their behalf where appropriate and ensuring timely, professional responses
- Draft briefings, presentations and internal communications for the Chief Executive
- Lead the administration of the Board of Trustees, ensuring the annual cycle of business is planned and all governance requirements are met
- Be the main contact for trustees, including coordinating induction, training and expenses
- Service Board meetings by drafting agendas in conjunction with the Chair and Chief Executive, quality-controlling reports and writing accurate minutes and action logs
- Service sub-committee and the senior leadership team meetings, ensuring meetings are well-prepared and papers are circulated on time
- Proactively maintain action logs for the Board, sub-committees and senior leadership team, including securing updates from colleagues
- Coordinate diaries and workflows for the senior leadership team and student officers, helping to ensure effective teamwork
- Supervise and mentor student staff, providing guidance on tasks and supporting their development
- Lead the planning of strategic events such as Board retreats, staff away-days, and stakeholder engagement
- Organise travel and hospitality for the senior leadership team and trustees
- Improve administration within the organisation, such as introducing tools for document management and project tracking

Additional responsibilities of all staff

- Be a team player by working with colleagues and students across a range of projects
- Maintain high standard of professionalism, confidentiality and respect for student, colleagues and visitors
- Adhere to and apply the Union's values, policies and procedures
- Be responsible for observing and implementing good health and safety practices
- Travel to/between and work at all three UEL sites when required
- Attend committees, meetings, training, conferences and other events
- Attend occasional weekend and evening events, according to organisational needs
- Participate in major Union events and activities as and when required
- Undertake any other duties as reasonably requested by line manager

Person specification

All criteria listed are essential for this role except where stated desirable.

Education/qualifications (application form)
- Educated to degree level (any)
- Relevant continuing professional development (desirable)

Professional experience (application form, interview)
- Detailed organisation such as project coordination, executive support or office management
- Effective operational delivery, including taking ownership of tasks and projects from initial brief through to completion
- Organising meetings or committees, including producing accurate records and ensuring follow-up on agreed actions
- Supporting, guiding or mentoring others to help them achieve their goals
- Working in a charity, membership or community-led environment (desirable)
- Developing and maintaining relationship with key stakeholders
- Managing and working in a matrix management structure (desirable)

Knowledge, skills and abilities (interview)
- Excellent organisational skills including the ability to manage competing priorities and keep multiple workstreams on track
- Proactive and solution-focused with the ability to anticipate requirements and use own initiative to resolve issues
- Excellent attention to detail, ensuring accuracy across papers, minutes and logistical arrangements
- Strong written communication skills including drafting clear, professional correspondence and briefings for a range of audiences
- Excellent IT skills including Microsoft Office and willing and able to quickly adopt new digital tools to improve efficiency
- Strong interpersonal skills and the ability to build rapport and work effectively with students officers, staff and trustees

Personal attributes (interview)
- Willing and able to work in a fast-paced, challenging environment
- Willing and able to work in a student-led, democratic organisation
- Willing and able to work flexibly including occasional evenings and weekends
- Understand and appreciate culture and climate of modern students' unions
- Sensitive to the needs of a diverse community and cultural differences