

Job Description – Executive Assistant

GRADE & SALARY: HSV6 – HSV7 (£26,670 - £32,345) per annum plus Performance Related Pay

DEPARTMENT: Central administration

RESPONSIBLE TO: Director of Sport / Head of People & Processes

RESPONSIBLE FOR: None

JOB PURPOSE

To develop and maintain both the Sports Village departmental administrative systems and procedures and the University's finance, HR & Document Management systems to maintain a wide range of data and records. The post holder will support all members of the Senior Management Team with tasks that are relevant to the post including writing actions from meetings, undertaking tasks to support recruitment and induction of staff and staff development/training.

MAIN DUTIES AND RESPONSIBILITIES

Responsibilities and Accountabilities:		
Key Result Areas	Key Tasks	Key Performance Indicators & Measures
Administration Tasks	<p>To ensure that the department's administrative processes are in accordance with the University's and industry-specific Procedures, Policies and Regulations.</p> <p>Develop and implement cross-team processes to ensure departmental efficiency and effectiveness. To manage the department's procurement process, ensuring consistency and effective record keeping.</p> <p>To manage the housekeeping of equipment and stationery and ensure the department has sufficient stocks of stationery, headed paper and all other sundries required. Maintain central equipment, laptops, mobile phones and iPads and to keep records of same.</p> <p>Support staff delivering training courses with relevant administration to help promote and manage course delivery.</p>	<p>Follow UH UPR and guidelines on recruitment, procurement and all areas and ensuring compliance at all times.</p> <p>Proactively liaise with staff regarding training opportunities available both internally and externally. Assist in logging external training on Core HR System.</p> <p>Maintain invoice spreadsheet, issue invoices and update payment statuses.</p> <p>Accurately monitoring budget for stationery to remain within budget and liaising with purchasing officer.</p>

	<p>To perform other administrative duties appropriate to the grade as required and when appropriate.</p> <p>Overview and manage the recruitment and induction process from raising appropriate paperwork through to the induction processes.</p> <p>To manage the administration and maintenance of staff records, sickness, holidays, appraisals and staff developments</p> <p>To be responsible for collating, monitoring and delivering monthly hours worked for Hourly Paid Sports Coaches, overtime claims and be a point of contact for payroll queries.</p>	<p>Accurate & efficient completion of additional tasks.</p> <p>Data checked for accuracy.</p> <p>Respect and demonstrate the ability to work confidentially with sensitive data.</p>
Administrative Support to the Director of Sport and Members of SMT	<p>To provide full administrative support for the Director of Sport and SMT to include:</p> <ul style="list-style-type: none"> • Dealing with enquiries and correspondence, including providing advice on procedural and routine matters • Managing arrangements for visitors, meetings and events • Carrying out a range of HR administration tasks • Carrying out a range of budget tracking and record keeping tasks • Progressing actions and tasks through the relevant University departments <p>To exercise judgement and to ensure strict confidentiality at all times and compliance with legal and regulatory requirements, health and safety, financial and other University procedures.</p> <p>To service meetings including drafting agendas, taking minutes, disseminating outcomes and following-up agreed actions.</p> <p>To assist the Director in project activities. The Director will determine the nature and objectives of the projects in question. The role of the EA is to implement or facilitate the projects as appropriate, working with colleagues across Herts Sports Village and the University. This may include drafting and maintaining project plans; planning meetings; clerking meetings and disseminating information</p>	<p>Accept administrative support requests as and when required and complete to acceptable standard.</p> <p>Work patterns for staff accurately logged and updated in Core HR.</p> <p>Respect and demonstrate the ability to work confidentially with sensitive data.</p> <p>In line with UPR compliance</p> <p>Meetings scheduled accurately, professionally within a time frame.</p> <p>Accurate notes completed and distributed within a set time frame.</p>

	and instructions to relevant staff; and acting as a point of advice, reference and information.	
Recruitment	<p>Check and process completed casual & hourly paid recruitment paperwork and liaise closely with recruiting managers and central HR recruitment hourly paid team.</p> <p>Raise staff requisitions within HR Core system and monitor vacancies on e-recruitment.</p> <p>Assistance with liaising with recruitment advertising agencies and central HR team.</p> <p>Preparation of relevant documentation for interview panels and collation of this post-interview in line with HR requirements.</p> <p>Support recruiting managers with planning interview formats and questions with a Service Excellence mindset.</p> <p>Review and update staff induction and probation procedures and formats</p> <p>Analysis of relevant recruitment statistics for all job vacancies.</p> <p>Carry out DBS and Right to Work Checks for new staff ensuring compliance to UPR's at all times.</p> <p>Annual review of job descriptions across the business, liaising with recruiting managers.</p>	<p>Check accuracy & ensure all paperwork completed by recruiting managers as per written procedure.</p> <p>Accurate details submitted in staff requisition requests.</p> <p>Professional engagement with agencies.</p> <p>Correct paperwork provided in advance, accuracy checked and paperwork issued to HR on completion.</p> <p>Accurate & efficient completion following closing date of vacancies.</p> <p>Accurate & efficient completion.</p> <p>Collate data and feedback</p> <p>Accurate & efficient completion</p>
Document Management System	To assist with the implementation of the Document Management System with the Head of Operations.	Accurate & Efficient completion.
Responsibility of Budgets	The post holder is responsible for assisting with the preparation of budget estimates, costing development projects and events and for keeping related financial records	
Service Excellence	<p>To embrace a Service Excellence mindset, demonstrating our values, standards and behaviours towards both colleagues and customers.</p> <p>To prioritise delivering an exceptional experience to every customer, every time.</p> <p>To adopt a positive mindset and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.</p>	Net Promoter Score (NPS), mystery shopping results, customer and colleague feedback.

OTHER TASKS

To contribute positively to the development of the wider UH Sport and Sports Village business.

Undertake any tasks or additional responsibility that the Head of People & Processes may deem appropriate to the level of the post.

SUPERVISION RECEIVED

The Executive Assistant will report to the Head of People & Processes, who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the post holder to work under their own initiative.

SUPERVISION GIVEN

None.

CONTACTS

Internal - all customers and potential customers of the Sports Village; HSV colleagues; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Pinnacle); other internal suppliers of services.

External - Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

TERMS AND CONDITIONS OF EMPLOYMENT

Conditions of service

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

Hours of Work

This post is a part time position (1.0 FTE) consisting of 40 hours per week. This position requires the post holder to be flexible and also offer's flexibility to the post holder where required on a pre agreed basis. Actual working hours may vary as per business requirements.

Annual Leave

The annual leave year runs from 1st October to 30th September. Staff are entitled to 23 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 24 days and after four years an additional 2 days are awarded (26 days). Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

Salary: HSV6-HSV7 (dependent on experience) Plus Performance Related Pay

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society.

Appointments confirmed at HSV7 will be dependent on significant and demonstrable skills and experience which align with the desirable criteria. There will be the ability to move up through the salary grades as knowledge and experience grows within the role and agreed set criteria met. This will be monitored through regular one to one and appraisal meetings.

August 2021

Pension

The Company will comply with any automatic enrolment duties it may have in respect of you under part 1 of the Pensions Act 2008. The Company is currently using the National Employment Savings Trust (NEST) pension scheme in respect of these duties.

Membership of the scheme is strictly subject to the rules of the scheme which may be amended from time to time.

If you are enrolled into the NEST pension scheme, the Company shall be entitled to deduct from your salary any amounts payable by you as member contributions.

The Company reserves the right to vary or discontinue any scheme in place from time to time.

Additional Benefits

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

Personal Specification: Executive Assistant

Key Result Areas	Essential	Desirable
Education & Qualifications	You will hold a Bachelors' degree or equivalent or substantial experience in a professional and/or administrative work environment	Degree in a relevant subject e.g. Business Management
Experience	<p>Experience of working in Higher Education / University sector</p> <p>Proven experience and Advanced level skills in MS Office suite (Word, Excel, Access, PowerPoint).</p> <p>Proven organisational and administrative support experience in a range of roles at an appropriate level of responsibility, including support of executive level managers.</p> <p>Previous experience of servicing meetings.</p> <p>Experience of managing staff</p> <p>Experience dealing with confidential information in a sensitive and discrete manner</p>	<p>Understanding of IT hardware</p> <p>Experience of contributing to service, company or organisation development</p> <p>Experience of working within Human Resources</p> <p>Experience of managing projects/contracts and delivering to tight deadlines in a pressurised environment</p> <p>Production and preparation of reports/key operational statistics.</p>

	<p>Good working knowledge of HE processes, systems and software.</p> <p>Good track record of working collaboratively with staff across an organisation.</p>	
Skills & Abilities	<p>Familiarity with sports membership IT solutions / CRM system</p> <p>Excellent administrative skill and an excellent understanding and knowledge of Microsoft packages and CRM system.</p> <p>Understanding of need for and able to provide a confidential service.</p> <p>Appreciation of importance of customer care and able to put this into practice.</p> <p>Ability to collect, process and present complex data.</p> <p>Ability to negotiate and to create good working relationships both internally and externally.</p> <p>Able to work in a team, providing cover and support for colleagues, communicating well with colleagues.</p> <p>Ability to deal with conflicting priorities and to work under pressure with minimum supervision.</p> <p>Excellent interpersonal, management, technical, communication, presentation and customer care skills.</p> <p>Able work on own initiative and organise workload effectively.</p> <p>Able to work under pressure with attention to detail. Able to relate skills and knowledge to applied and practical work.</p>	<p>Demonstrable experience of CRM system/s including configuration, running reports etc.</p> <p>Ability to work confidently with the Director and Senior Managers professionally and confidentially.</p> <p>Experience of using HR software (such as CORE HR) and utilising back office functions</p>
Personal Characteristics	<p>Able to demonstrate initiative and the ability to exercise judgement.</p> <p>Can-do attitude to problem solving.</p> <p>Strong communication skills, with the ability to communicate across all levels</p>	

	Methodical, numerate, grammatical.	
	Flexible and adaptable	
Values	<ul style="list-style-type: none"> • Demonstrates our WELCOMES values at all times: <p> Welcoming Extra Mile Leadership Consistency Open & Honest Memorable Enthusiastic About Continuous Improvement Sport First </p>	