



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Personal Assistant to the Director of Estates

Department/Division: Estates Division

Accountable to: Head of Administration (Estates)

Job Summary

To provide PA support to the Director of Estates, including diary management, arranging travel and the preparation of correspondence and other documents as required.

You will support the Director of Estates in maintaining a co-ordinated diary to enable him/her to deliver on his/her objectives. You will be responsive to his/her planned and unplanned urgent needs to ensure the smooth running of the Estates Division and all other activity relating to the Director of Estates role.

Duties and Responsibilities

Service Delivery

- To manage all diary arrangements for the Director of Estates, ensuring no clashes and that Director of Estates priorities are met through the timely scheduling of appointments.
- To produce Powerpoint presentations, editing images and formatting text in accordance with the Director of Estates preferences.
- To copy type and format letters and other correspondence, including items of a confidential nature.
- To format publications and documents on behalf of the Director of Estates, liaising with internal and external stakeholders as required.
- To arrange cost effective and timely UK and overseas travel and accommodation in accordance with LSE Financial Regulations, preparing a comprehensive itinerary for complex journeys.
- To act as secretary to weekly Estates SMT meetings, scheduling meetings, sending meeting invites, publishing agendas, taking minutes for circulation to Estates Division, and monitoring progress of action points.
- To plan, coordinate and manage the Director of Estates Meet the Customer schedule, including the provision of statistics for presentation at termly Estates Division staff forums.
- To create, maintain and monitor databases of Director of Estates' actions, initiatives and customer



follow-ups.

- To raise purchase orders on Planon in accordance with the Director of Estates instructions.
- To monitor the subscriptions and delivery of weekly ED publications, ensuring POs are raised in a timely manner, and failed deliveries are reported and rectified.
- To complete expenses claims on behalf of the Director of Estates, ensuring items are duly annotated, and that the correct budget code and PO number is applied.
- To update and maintain the Director of Estates hospitality spreadsheet.
- To maintain an accurate and up-to-date filing system for Director of Estates correspondence and files.
- To provide general administrative and secretarial support to the Estates Division as directed by the Head of Administration and/or Director of Estates.

Communication

- To communicate regularly with a variety of key Senior Management and Estates Division customers on behalf of the Director of Estates.
- As initial point of contact for the Director, provide advice, information and assistance in a professional and responsible manner, in person, via email and phone to a wide range of stakeholders with the ability to deal with colleagues at senior levels.
- To liaise with external audiences and partners as the representative of the Director.
- To maintain and manage the Director of Estates contacts list, ensuring it is regularly updated and reviewed.
- To receive enquiries for potential visits (hosted and un-hosted) to LSE buildings, making the necessary access arrangements, preparing presentations (where applicable) and maintaining a spreadsheet of activity for perusal by the Director of Estates.
- To liaise with other members of the administration team with regard to efficiently solving problems, and making suggestions for continual improvement.
- To develop effective working relationships with colleagues across the School as relevant to the demands of the Director's activities, to ensure School policy and procedure is implemented at all times, developing internal processes that engage these appropriately.

Teamwork and Motivation

- To provide administrative support to colleagues as requested by the Director of Estates and/or Head of Administration.
- Willingness to seek best practice in the School and contribute to changes in School policy and procedure within the context of the PA role.
- To actively contribute to the effectiveness of the administrative team and to the Estates Division objectives. To proactively support the implementation of best practices.



Planning and Organising Resources

- To book internal and external meeting rooms, equipment and associated catering for the Director of Estates related meetings as required.
- To manage own time effectively and efficiently, working with limited supervision, ensuring timely response to Director of Estates requests and business needs.

Initiative and Problem Solving

- To evaluate initial requests and enquiries to the Director, identifying effective options and taking initiative in referring or resolving situations where appropriate.
- To effectively manage the diary of the Director of Estates, and his direct reports where necessary, employing initiative and awareness of key factors and other work demands when scheduling and prioritising meeting requests.
- To plan sufficiently to recognise areas of concern, suggesting alternative solutions where available.
- To respond with due diligence in matters relating to the Director's work priorities, scheduling meetings and efficiently assisting in managing urgent and non-urgent issues, seeking solutions to managing the workload effectively and supporting the Director in making timely and informed decisions on matters as they arise.
- To conduct internet searches, for information as required by the Director of Estates.
- To take decisions on day-to-day elements of the Director of Estates diary as deemed/agreed to be appropriate within existing procedures and practices.
- To know when to refer matters to a more senior member of staff or when to seek guidance from another area of the School in order to carry out support activities in an effective and compliant way.

Note

The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above and occasionally work late in order to complete essential tasks.

Equality and Diversity

LSE believes that equality for all is a basic human right. We actively encourage diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.



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