

## 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:** Executive Assistant (to Director of HR)

**Division:** Human Resources  
Human Resources

**Accountable to:** Director of

### Job Summary

This role is responsible for providing Executive support to the Director of HR.

To provide an excellent PA service to the Director of Human Resources, managing all aspects of their professional agenda, producing briefings, reports & minutes, liaising with internal colleagues and external organisations

To work with other members of the Human Resources Division to ensure that a core support service is provided across all aspects of the Division.

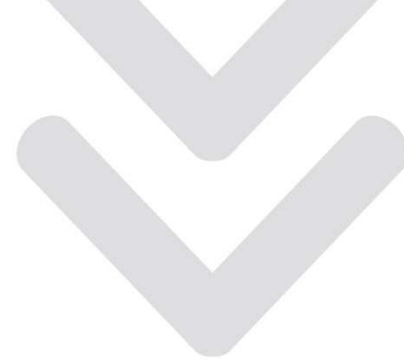
To act as office co-ordinator for the purpose of furniture, IT and any other matters relating to the work environment

To act as Health and Safety Co-ordinator

### Duties and Responsibilities

#### Executive Support for the Director of HR

- Provide daily diary management of the Director's calendars to ensure time is allocated effectively ensuring that (s)he is fully briefed for all meetings, events and overseas travel, drafting materials and arranging briefing sessions where required.
- To manage the Director's professional agenda, developing and implementing a plan for the most effective use of their time. This includes corresponding with internal and external contacts, managing a complex schedule.
- Prepare, edit and format routine correspondence including responding to emails as appropriate
- Maintain an accurate and comprehensive email filing system
- Answer telephone enquiries and effectively screens calls to the Director of HR, liaising with internal and external stakeholders and clients regarding appointments and meetings
- Identify the appropriate Manager of reference for complaints/issues on behalf of the Director of HR in his/her absence
- Comply with legislation, policies, work instructions and service standards.
- To prepare and/or draft correspondence, as required. Type and/or edit policy documents, tenders, committee papers, reports etc. as required.
- To support the Director in developing and maintaining relations with a range of stakeholders
- To ensure timely and accurate communication between the Director's office and networks of internal and external contacts.
- Ensure that various deadlines are adhered to and that relevant colleagues are kept informed of progress on behalf of the Director.
- To respond proactively to requests for information from internal and external sources, referring them to relevant colleagues or answering using the post holder's own initiative where appropriate, seeking to project a positive impression of HR Division at all times.
- To set up and maintain suitable record keeping systems.
- To show initiative by responding to requests for information in a prompt and efficient manner.
- To be proactive, flexible and creative in anticipating problems that may arise in the Director's office.



- Ensure the Director of HR has the relevant papers for both internal and external meetings.
- To manage any projects as allocated by the Director of HR.
- To support the Director of HR in developing and maintaining relations with a range of stakeholders.
- To ensure timely and accurate communication between the Director's office and networks of internal and external contacts.
- Ensure that various deadlines are adhered to and that relevant colleagues are kept informed of progress on behalf of the Director of HR.
- To respond proactively to requests for information from internal and external sources, referring them to relevant colleagues or answering using the post holder's own initiative where appropriate, seeking to project a positive impression of LSE HR Division at all times.

#### **Support for HR Senior Management team (SMT) meetings**

- Prepare the agenda and ensuring the timely production of relevant papers by members of SMT or other stakeholders in relation to agenda items.

#### **Divisional Management**

- To be responsible for Divisional communication on behalf of the Director of HR and the HR's Senior Management team
- To work with key members of SMT on the organisation and coordination of Divisional events.
- Effectively manage and respond to high volume information requests and queries, providing efficient and accurate responses in line with expected standards of service.
- Explore customer needs by asking pertinent questions to provide the customer with the optimum level of service.
- Deal with potentially delicate situations, and/or demanding customers, in an appropriate and professional manner.

#### **Other**

- Show initiative, flexibility and creativity in developing and managing systems and processes to support the smooth running of the Division.
- Research, draft and edit procedures in collaboration with staff across the Division and identify areas for further development.
- Assist in preparing benchmark data, e.g. competitors pay rates and summarise and analyse findings, make proposals and initiate recommendations.

#### **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.

#### **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.