



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

Department: Health Policy

Accountable to: Head of Department

Job Summary

You will provide outstanding administrative support to the Senior Leadership Team in the Department, in particular coordinating the professional agendas of the Head of Department and Deputy Head of Department. You will liaise with internal colleagues and external organisations and work to balance competing commitments to maximise effectiveness and impact.

Duties and Responsibilities

- Manage the assigned leaders' professional agendas, taking advice on School priorities, in order to develop and implement a schedule that maximises effectiveness and impact. This will include intricate diary management, full meeting preparation and briefings, and exceptional forward planning. Ensure all aspects of your role effectively support and enable the delivery of the senior leadership team's strategic and personal objectives.
- Act as first point of contact with a wide range of internal and external contacts, including at the most senior level, demonstrating a keen eye for detail and excellent communication skills in both written and oral forms. The post holder will be expected to demonstrate a constant commitment to the highest standards of customer excellence.
- Develop and maintain a system to ensure the effective flow of priority information and communication to and from the assigned leadership, including close, sensitive, and diplomatic liaison with colleagues in other parts of the School facing conflicting pressures and deadlines. The post holder will be expected to assess what information needs to be passed on, to whom, and according to what timescales, including determining when to escalate matters. Serving on working groups as requested to provide a direct point of communication for the senior leadership.
- Ensure that the assigned leaders are fully briefed for all meetings, decisions, overseas travel and public engagements, drafting materials and arranging briefing sessions with relevant colleagues where required.
- Minute meetings as required; accurately convey specialist, technical, and complex information giving consideration to the intended audience and the format/language used.



- Plan and book complex travel itineraries and coordinate all the associated logistics including visa application.
- Manage the delivery of small projects, supporting the agenda of the senior leaders. Working in conjunction with divisions and departments to ensure priorities are met to scope, on time and to budget. Effectively communicate the status of projects both at agreed communication points and to alert senior staff to areas of concern.
- Organise events on behalf of the Department
- Gather data from internal and external sources and assemble and present this in a format appropriate to particular information requests.
- Produce presentations for internal and external audiences.
- Respond flexibly and pro-actively to requests for information or assistance from internal and external stakeholders, referring them to relevant colleagues or answering on the post-holders' own initiative where appropriate, and seeking to project a positive impression of the Department and the School at all times.
- Show initiative and make independent decisions in order to proactively identify and resolve problems; consider the agenda of and impact on the wider team and ensure clear communication of current status and revised priorities to colleagues. Take responsibility for the outcome of such decisions.
- Plan the post-holder's own work and organise their time and energy effectively to meet agreed objectives.
- Contribute to the effective and efficient operation of the Department, working closely with colleagues in the Professional Services Team and providing cover in the absence of colleagues.
- Maintain and further develop specialist knowledge about higher education administration in both the LSE context and across the wider sector, so as to be able to make better informed decisions about areas within the post-holders own competence.
- Participate in internal and external networks, building ongoing and effective relationships with a wide range of contacts and engaging fully with the priorities of the Department and the School.
- Maintain awareness of the impact of the working environment on colleagues and take steps to address deficiencies.
- Participate actively and regularly in personal and team development across the Department

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

**Equity, Diversity and Inclusion (EDI)**

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

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.