

Job Profile

JOB TITLE: EXECUTIVE ASSISTANT

LINE MANAGER: PRINCIPAL

Mission: To empower creativity and enrich our world

Vision: Transformation: to transform lives by being a thriving centre of practice-based, thoughtful and future-facing creative education. That develops skills, ideas and imagination to benefit people and place, creative industries and the wider economy, individuals and society.

Growth: to attract more students to HCA, offering outstanding and inclusive teaching of superbly designed courses, a vibrant and modern arts school culture and community, strong industry connections and an exceptional location.

Inclusion and progress: to support students from all backgrounds in growing as highly innovative and dynamic creatives, who thrive in sustainable careers within the creative industries and many other areas of employment, enterprise or personal practice

Job Summary:

To provide thorough and confidential administrative support to the Principal and other members of the Senior Leadership Team (SLT) as required

Key Responsibilities:

1. To promote college values and contribute to the delivery of HCA's mission, vision and strategic priorities as relevant to the role (link to strategy document [HCA2024.pdf](#))
2. Timely and efficient management of the Principal's diary, arranging meetings, looking ahead to ring-fence time as required and proactively managing clashes and pressure points, ensuring the Principal is well prepared with adequate information and documentation as appropriate
3. Screen the Principal's email inbox and deal with incoming messages by email/post/telephone passing matters to other staff or drafting responses when appropriate
4. Support the Principal and other members of SLT as agreed in the preparation of high-quality reports and formal documents such as procedures and policies (this may include research, drafting with guidance and formatting)

5. Act as college complaints officer, to administer all aspects of the complaints procedures, supporting the Investigating Lead and noting meetings if required, without input into the investigation or decision
6. Develop and maintain a guide to the college management structure including formal college committees, their membership and terms of reference liaising with committee chairs and administrators as required
7. Undertake specific projects from time to time including research and collation of findings from internal/external sources as directed by the Principal/SLT
8. Work with the Principal and SLT to prepare key meeting agendas, developing a forward plan of SLT business to meet board, external regulatory and strategic requirements
9. Provide an effective secretarial service for meetings and committees as directed by the Principal, including the Senior Leadership Team meetings, Wider Leadership and Academic Board
10. Request information and reports in a timely and supportive way from other college staff, take minutes, compile, and follow up action lists, including the college audit recommendation tracker, support the communication of decisions and other information to college staff as required
11. Support the establishment and running of industry liaison advisory panels, including communication as directed with businesses and individuals
12. To maintain an up to date and efficient filing system which ensures key information is found and readily available including a central record of bid development and grant applications and reports
13. Ensure all visitors to the Principal are dealt with appropriately and relevant arrangements are in place e.g. notification of reception, car parking, refreshments if requested, meet and greet
14. The role will work closely with the HE Operations/Schools Administrator and Clerk to the Corporation and roles will cover for each other at times

General Accountabilities:

15. Undertake a range of self-supporting administration, completed in a timely fashion and ensuring accuracy, which supports the day-to-day and smooth running of the college.
16. Ensure that the highest standards of professional performance are maintained including compliance with all relevant legislation and college policies including, but not limited to, health and safety, safeguarding and Prevent, data protection and consumer protection legislation
- 14 To comply with college financial regulations as necessary
- 15 Ensure the College's Equality and Diversity policy is adhered to all times and tackle or report discrimination and harassment whenever it occurs

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16 Any other duties as may reasonably be required.

Line Management Duties:

Not applicable

Person Specification

Technical Knowledge and Skills:

Essential	Desired
<ul style="list-style-type: none">IT skills - a confident user of Microsoft products such as Word, Excel, Outlook	<ul style="list-style-type: none">Confident user of Powerpoint, OneDrive and TEAMS

Qualifications

Essential	Desired
<ul style="list-style-type: none">Educated to A level/equivalentGCSE level with passes at A* to C (9 to 4) in both English and mathematics	<ul style="list-style-type: none">Higher Education qualificationBusiness related qualification

Experience

Essential	Desired
<ul style="list-style-type: none">Substantial administrative experience in a complex and changing environmentExperience of producing high quality formal written work, including meeting agendas and minutesExperience of organising and supporting the timely delivery of project work	<ul style="list-style-type: none">Experience of working within an educational institutionExperience of policy writing/review

Competencies / Behaviours:

Essential
<ul style="list-style-type: none">Effective communication skills (written, oral, audio-visual) in a wide range of contextsListens, clarifies to check understandingFriendly and helpful mannerDeals with a wide range of people with respect, tact and empathyAble to act with authority and confidence when required to get things doneAble to maintain absolute confidentiality of informationBasic understanding of education terminologyAble to work independently, accurately, meet tight deadlines and manage uneven workloads

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- Able to prioritise and successfully manage conflicting interests
- Uses initiative and inventiveness to resolve problems
- Attention to detail and appetite for excellence across both simple and more complex tasks
- Brings energy and positivity into the workplace
- Works collaboratively
- Able to maintain or develop a professional network to help deliver objectives
- A strong team player, supportive of colleagues
- Prepared to go the extra mile and help others to achieve
- Open to feedback and willing to undertake professional CPD or upskill to be able to evolve with the role
- Recognises and champions the importance of Equality & Diversity, Prevent and Safeguarding

This job profile has been designed to indicate the general nature and level of the work performance by employees within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications / experience required by employees assigned to the role. This job profile may be subject to future amendments following appropriate discussion.

The College will require the successful applicant to give permission to carry out an enhanced disclosure.