Executive Assistant to the Operations Director and Bursar
Job Description

Job Title: Executive Assistant to the Operations Director and Bursar
Department: Operations Director and Bursar’s Office
Responsible to: Operations Director and Bursar
Works closely with: Senior College Officers and their Assistants, Heads of Department, General Administration Team, Fellows of the College, external advisors and stakeholders

St Catharine’s College
St Catharine’s College, founded in 1473, is situated in the middle of Cambridge. The College is a centre of excellence, flourishing in sport, music and the arts. St Catharine’s is led by the Master, Professor Sir Mark Welland, and has some 70 Fellows, 430 undergraduate and 200 graduate students.

Purpose of the Job
1. To provide high quality executive and administrative assistance and support to the College’s Operations Director and Bursar who together, are responsible for the non-academic management of the College. The Executive Assistant provides a highly visible interface between the Operations Director, Bursar, Fellows, members of staff, students, and external contacts, enabling information to flow effectively between different parts of College. It is essential for the role holder to maintain a high level of tact and diplomacy, confidentiality and use initiative and judgement to anticipate requirements and priorities.

2. Working closely with other teams and individuals, proactively identify areas in which you can make improvements and add value to their departments. The departments reporting to the Operations Director and Bursar include:
   o Operations Director: Buildings and Maintenance, Catering and Conferencing, Porters Lodge, Health and Safety, Gardens, Grounds and Boathouse, HR
   o Bursar: Finance and Investments, IT, Communications, Legal Compliance (including GDPR and Freedom of Information)

3. Administrative staff at St Catharine’s College work together via a team of 4 Executive Assistants situated in the Operations Director and Bursar’s Office, the Master’s Office, Student Services and the Alumni & Development Office. The Executive Assistants are supported by staff working in their specific areas and are also able to delegate to, and work closely with, a general administrative team that works across all departments.

Primary Responsibilities

Administrative and organisational support to the Operations Director and Bursar
Including, but not limited to:
• Provide a professional, efficient and courteous point of contact (in person, by phone, by video or by email) on behalf of the Operations Director and Bursar, as required.
• Organise and co-ordinate the Operations Director and Bursar’s workload including:
  o Managing the diary on behalf of, and in consultation with, the Operations Director and Bursar;
  o Liaising with College Departments, external advisors and the wider collegiate University, for meetings and events.
• Provide administrative support, with support from General Administrators, for College Committees convened by the Operations Director and Bursar, book meeting rooms and order appropriate
refreshments, facilitate hybrid meetings with effective use of AV facilities, co-ordinate papers including producing, organising and arranging the distribution of documents, taking minutes and identifying and chasing up actions.

- Deal with incoming mail and email (latter does not include daily email monitoring of Operations Director and Bursar in-box except when requested – eg during annual leave) and answer routine correspondence on behalf of the Operations Director and Bursar.
- Liaise with other College staff and Fellows to ensure good co-ordination between Departments of the College.
- To be responsible for keeping information for Fellows and College staff up to date, e.g. telephone lists.
- To manage effective online and paper filing systems for all matters dealt with by the Operations Director and Bursar’s Office.
- To arrange events on behalf of the Operations Director or Bursar such as presentations to students, fellows or staff, social events liaising with other members of staff and dinners.

Project Administration
- To raise Purchase Orders and liaise with finance regarding setting up of new suppliers.
- To arrange and facilitate meetings with subcontractors and consultants as required.
- To maintain effective filing system (mainly electronic) for significant project information.
- To participate in meetings as required, to facilitate smooth running of meetings and track actions
- To manage small administrative projects to support smooth running of College life.

Investment and Compliance Administration
- To assist with preparation and transmission of investment paperwork including maintenance of authorised signature lists, instructions to investment managers and annual compliance statements.
- To assist with administration related to college-owned investment properties including liaison with tenants, external property advisors and College solicitors.
- To coordinate responses to Freedom of Information enquiries prepared by General Administrators.
- To liaise with GDPR Compliance Officer on records retention, subject access requests, data breaches.
- To maintain the Register of Interests with support from General Administrators.
- To organise the practical arrangements for use of the College Seal to authorise legal documents by liaising with the College’s solicitors and maintaining the Seal records.

Significant internal/external relationships
- To be aware of the business of the College, have a good knowledge of its procedures and practices and know and be able to communicate effectively with all sections of the College community and with its professional advisers and business contacts.

The above is not an exhaustive list of duties. This job description may be subject to change, following consultation between the post holder and their line manager. The post holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.

Health and Safety
All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

Special Conditions of Service
- Available for occasional early evening work as required, for which time off in lieu will be given.
Person Specification

Knowledge and experience requirements:

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<th>Requirement</th>
<th>Level</th>
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<td>Degree level qualification or equivalent experience and training.</td>
<td>Essential</td>
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<td>A track record of first-class governance experience, including record-keeping and ability to manage electronic documents and electronic filing.</td>
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<td>Experience of providing committee management and support services to senior committees, including proficiency in taking of professional meeting minutes.</td>
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<td>High level competency in the use of office IT, particularly the Microsoft Office suite.</td>
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<td>Comfortable with new and developing IT software systems. Quickly able to master other IT packages and databases as required.</td>
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<td>Excellent organisational skills, prioritisation and planning of work to meet tight deadlines.</td>
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<td>Excellent standard of written and spoken English.</td>
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<td>Ability to draft clear and succinct correspondence, committee papers and web pages.</td>
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<td>Experience of providing personal assistant support including diary management, email monitoring and organising meetings.</td>
<td>Essential</td>
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<td>Experience/knowledge of the University collegiate system.</td>
<td>Desirable</td>
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Personal skills and abilities:

- Positive attitude to work, attention to detail and pride in getting things right.
- Ability to grasp quickly the procedures under which the College operates and to deal appropriately with a wide range of confidential issues.
- Excellent organisational skills and ability to prioritise work.
- Efficiency in handling a diverse set of tasks, to deadlines.
- Ability to retain confidential information and act with total discretion and tact.
- A good communicator, with a helpful and friendly approach, able to relate to members of the College at every level in person, over the phone and digitally.
- Ability to work calmly and accurately under pressure, and manage a variable workload.
- Initiative-taking, proactive and enthusiastic.
- Ability to work without supervision and as part of a team.
- Thorough and conscientious with attention to detail.
- Willingness and potential to enhance the above procedures and activities, particularly as technology advances.
- Willingness to take initiative and offer support to other teams as required.
- A willingness to work flexibly and manage a variable workload.