



Executive Support Officer

University and College Information Systems Association (**ucisa**) was founded in 1992 and is a registered charity. We are a not for profit member led organisation for digital practitioners within education. Via knowledge exchange and sharing, we support continuous improvement of expertise among the UK university and college community underpinning teaching, learning and research transformation through better use of digital technology and information systems.

Role Purpose

This is a varied and interesting role supporting the smooth running and administration of ucisa. You will be part of a flexible and close-knit team who work hard to ensure ucisa delivers timely, relevant and effective services for its members. The Executive Support Officer will provide personal assistance and administrative support to the Chief Executive Officer (CEO); organise, facilitate and assist the Board of Trustees and the Leadership Council in leading the governance of ucisa as well as providing administrative support for ucisa Special Interest Groups, member representation groups and working parties. The post holder will also provide administrative support to the Directors of ucisa Services Limited (USL), a wholly owned subsidiary of ucisa and facilitate liaison with key stakeholders, sector bodies, members and suppliers. You will be involved in all aspects of ucisa's work and an integral part of its ambitious plans for the future.

Key role duties

CEO & Board of Trustees assistance/support

1. Provide comprehensive diary and email management to the CEO
2. Be the first point of contact for all enquiries by general correspondence, email and phone on the CEO's behalf
3. Arrange all meetings of the Board of Trustees, Leadership Council and USL
4. Assist the CEO in preparing reports, briefing papers and all other relevant documents
5. Prepare and disseminate appropriate materials for meetings such as agendas, reports and presentations in a timely manner
6. Produce comprehensive notes and minutes of meetings as required
7. Support the CEO to obtain, collate and report confidential information ensuring that highly sensitive and confidential issues are handled in an appropriate manner
8. Manage and maintain actions logs and trackers
9. Manage, collate and disseminate reports across various stakeholders in accordance with agreed deadlines
10. Provide additional support to the Board of Trustees when required in terms of setting up meetings and issuing board packs
11. Organise travel arrangements, hotel accommodation for the CEO, Trustees and Directors of USL as required
12. Complete the organisation and administration of visits, meetings, conferences, seminars with internal and external visitors on behalf of the CEO
13. Act as first point of contact for any complaints to the CEO, co-ordinating and monitoring the responses and ensuring all relevant parties are kept informed
14. Build and maintain effective working relationships across ucisa operational team and the Board of Trustees
15. Completion of CEO's expenses in the required time frame

Assistance/support for Special Interest Groups, working parties and member representation groups

16. Support the activities of any ucisa working parties and representative groups as required by the CEO or relevant group/working party Chair, including calling meetings; collating agenda, papers and reports; taking

notes or minutes, maintaining and tracking action logs; liaising with external speakers or guests, managing collaborative sites liaison with stakeholders and relevant bodies.

17. To provide support to the ucisa Special Interest Groups working closely with other ucisa staff members,
18. To provide additional support to the ucisa events function as and when required.
19. To work flexibly to support the efficient running of ucisa, providing cover for colleagues when required.

Corporate Duties

20. Contribute to the development and implementation of ucisa's Strategy.
21. Undertake training to ensure appropriate professional skills are acquired or developed.
22. Undertake any other duties and responsibilities as may be determined by ucisa that are commensurate with the level and grade of this post.

Who we are looking for:

	Essential	Desirable
Education / Training	<ul style="list-style-type: none"> • Extensive knowledge of excellent office and administrative procedures and processes 	<ul style="list-style-type: none"> • Level 3 office administration/management qualification
Relevant Experience	<ul style="list-style-type: none"> • At least 2 years' experience working in similar role within a busy and challenging environment • Using G Suite (Gmail, Docs, Sheets, Calendar, Drive) & Microsoft Office 365 in a professional context • Experience of Board level facilitation, such as minute taking, agenda and Board paper collation, reports assistance • Experience of working on own initiative and as part of a team • Experience of working in a public-facing role, including handling a wide range of enquiries particularly by telephone and email 	<ul style="list-style-type: none"> • Experience of education and/or charity sectors • Experience using social media, in particular Twitter and Hootsuite etc, for public communications
Relevant Skills and Aptitudes	<ul style="list-style-type: none"> • Excellent good communication skills both orally and written • Ability to deal with all levels of contact within and outside the organisation • Ability to build strong working relationships and engender trust and confidence • Ability to maintain strict confidentiality when required • Ability to use content management systems including updating internal records and public face web pages and knowledge of essential accessibility standards • Ability to devise and implement administration workflows • Excellent attention to detail and ability to work accurately • Ability to organise own work to meet deadlines • A positive 'can-do' attitude, very adaptable and flexible 	<ul style="list-style-type: none"> • Experience of using contact management systems • Experience of using Drupal and WordPress content management systems

	<ul style="list-style-type: none"> • Able to work in a confidential manner, familiar with GDPR requirements 	
4. Special Requirements	<ul style="list-style-type: none"> • Able to travel to support the CEO and Board of Trustees meetings, work away and occasionally stay away from home overnight • ucisa’s annual conference takes place in March (Because of the timing of our conference, the opportunity to take leave between January and March is substantially restricted) • To work occasional evenings and weekends if required. 	
5. Other	Commitment to and interest in ucisa’s aims and values.	

October 2020