



St Mark's College

POSITION DESCRIPTION

Executive Assistant

POSITION TITLE:	Executive Assistant
REPORTS TO:	Business Manager
KEY RELATIONSHIPS:	Head of College, Dean, Director of Learning Business Manager, Registrar, Director of Advancement
POSITION FTE:	Full Time

SCOPE:

St Mark's College is a residential university college at which university students live and learn together in a residential academic community. It aims to offer them the best all-round educational experience, focussed on their academic progress, personal growth, and well-being.

The Executive Assistant (EA) performs a central administrative support function for all staff and students of the College and is responsible for the day to day activities of the College office and associated functions.

The Executive Assistant is responsible to provide high level confidential administrative support to the Head of College and other relevant senior staff, while managing the College reception in a friendly and efficient way, and performing such other administrative tasks as may be needed for the smooth running of the College.

The Executive Assistant works in a very dynamic environment and must be able to respond flexibly, responding appropriately to the multitude of complex situations which can arise within each day in a residential university college, utilizing a broad range of skills and extensive experience and applying them with discretion and judgment.

DUTIES AND RESPONSIBILITIES

Executive Assistant

- Provide the Head of College and other relevant senior staff with highly confidential administration and secretarial support, including by possessing highly proficient computer skills
- Manage the diary and arrange internal and external appointments for the Head of College
- Identify issues that require the attention of the relevant senior staff
- Organise travel, accommodation, and other bookings on behalf of relevant senior staff
- Compose correspondence for, or communicate on behalf of, relevant senior staff when required
- Responsible for filing (electronic and hard-copy) and archiving, as requested

Reception and customer service

- Be the friendly and helpful first point of contact for all students of and visitors to the College

- Present a positive and professional image and maintain the highest level of service
- Answer telephone and personal enquiries in a prompt, courteous and helpful manner
- Accurately record and distribute messages for staff, students and guests of the College
- Assist with external events held at the College, including through responding to enquiries regarding casual and guest accommodation, conferences, seminars, and day and evening functions, and direct to relevant staff
- Assist with the preparation, photocopying, collation and distribution of paperwork and documents associated with external and internal functions
- Arrange guest keys and all function information to be provided to guests

General office

- Undertake administrative tasks as requested to facilitate the smooth running of the College
- Assist in the preparation of any paperwork relating to meetings as required
- Maintain appropriate records relating to late special meals
- Prepare the roster for student kitchen duties
- Maintain office equipment and provisions, including stationery supplies and cupboard, photocopier supplies, etc
- Ensure office equipment is in good working order
- Receipting and banking of College monies

KNOWLEDGE, EXPERIENCE AND SKILLS

- Experience as an Executive Assistant to senior executives
- Strong administrative capacity
- Outstanding interpersonal and communication skills, with demonstrated ability to build rapport and interact effectively at all levels of the College
- A solution-orientated person, with an ability and a desire to identify and bring about significant improvement and streamlining of processes, systems and record keeping
- Strong organisational and time management skills, with an ability to prioritise tasks, meet prescribed deadlines, and concurrently manage a number of competing tasks
- Good English language skills including grammar, spelling and punctuation
- Demonstrated high-level computer skills and literacy, with skills in MS Office / Word / Excel / publisher, electronic diary applications (experience with use of the StarRez database is desirable but not essential)
- Highly developed keyboard skills and ability to format and present information accurately, quickly and logically
- Excellent management of electronic and hard copy files with logical easy-to-find categorisation

PERSONAL CHARACTERISTICS

- Demonstrates a passion and commitment to the vision and values of St Mark's College, including commitment to the well-being and all-round educational experience of all students
- Well presented with a professional, positive, warm and welcoming disposition
- Demonstrates high levels of confidentiality and cultivates credibility and honesty
- Demonstrates a respect for and acceptance of differences in students, parents and staff
- Displays empathy, enthusiasm, commitment and is highly motivated to contribute
- Possesses a strong work ethic
- Exercises ownership and concern for quality in work reflected in accuracy and attention to detail
- Operates effectively in a collaborative team environment
- Establishes a rapport and builds strong relationships with students, staff and other members and friends of the St Mark's College community

- Is flexible and has an ability to adapt and operate effectively in a challenging and changing environment
- Shows a strong commitment to deliver exceptional service

WORK HEALTH & SAFETY

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OUR VISION AND VALUES

A world enriched by the leadership of our College community

We place importance on being a welcoming, diverse and inclusive community that:

- ❖ promotes intellectual enquiry and rigour, a love of learning and a culture of continuous improvement
- ❖ supports the well-being of each student to enjoy a healthy and happy College experience
- ❖ fosters respectful relationships and lifelong friendships
- ❖ expects personal and professional conduct characterised by fairness and integrity
- ❖ encourages a willingness to serve others and to give back to the community in a spirit of thankfulness
- ❖ cares about the environment and embraces the principles of ecological sustainability
- ❖ values the vision of our founders, our Anglican foundation and the best traditions of the College
- ❖ takes an active, progressive and outward-looking approach to life