

### Job Profile Information: Executive Assistant (Camden Learning)

This supplementary information for *Executive Assistant (Camden Learning)* is for guidance for Job Level 3 Zone 2

#### Camden Way Category 3

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### Role Purpose:

- To support the business and marketing operations of the Camden Learning, Business Operations Team. To work collaboratively with the Managing Director, all members of the Business Operations Team, Schools, Camden Support Services (CSS) and all stakeholders.
- Proactively assisting and implementing the planning and delivery of the Camden Learning (CL) and CSS offers in collaboration with Business Operations Management Team and the Financial Analyst
- Contribute fully to Camden Learning and CSS service improvements, developments, policy and best practice in all spheres of activity.
- To support quality assurance processes for the services provided to Camden schools customers and stakeholders.

#### Example outcomes or objectives that this role will deliver:

- **Business Support** - To undertake business support duties i.e. Process online and offline customer enquiries and bookings processing spreadsheets, maintaining centralised distribution lists, photocopying and scanning and emailing documents.
- **Budget Administration** – administrate and monitor allocated budgets using appropriate CL processes
- **Projects and Events** - provide support as required for the development of CL and CSS business processes. For example providing NQT Appropriate Body support, digital and social media presence, exhibitions and trade fairs, teacher recruitment events
- **Commissioning Support** – provide specific support for the commissioning and monitoring of learning programmes
- To ensure written arrangements with consultants have clarity in terms of unit costs, outcomes, quality assurance, and service standards and undertakes compliance action where necessary
- **Reporting** – support reviews and analysis of range, cost, quality and impact of learning business provision. This will include compiling and presenting complex reports to meet specific business requirements.

- **Marketing** – in collaboration with and other colleagues, promote the CL and CSS offers through a variety of methods, update relevant digital platforms and other social media resources; perform proactive research and competitor monitoring.
- **Engagement** - with key school and supplier contacts, foster positive working relationships with relevant key contacts and stakeholders.
- Providing high-level PA support to the Managing Director, including diary management, research, support with emails, developing power points and support at meetings
- Conference organisation – with responsibility for the smooth running of our successful conference programme for Heads, Deputy Heads and Governors.
- Coordinating and supporting our innovative Learning Hubs which bring together heads and teachers from across the borough to drive improvement
- Supporting the Pan London Education Association which is bringing boroughs together to improve outcomes for learners across the Capital
- Communications and marketing work, managing social media, liaising with colleagues, and supporting the development of promotional materials and the website

#### **People Management Responsibilities:**

N/A

#### **Relationships;**

- The post holder will be expected to work in close co-operation with colleagues across CL, CSS, Camden Schools, the wider local authority, national commercial and educational organisations, as well as other local authorities, without close supervision, able to make decisions and command credibility.
- The post holder must be able to understand the overall purpose and function of the Business Operations Team work and how it fits into the CL and CSS training offers. The post holder must be able to relate well with a wide range of stakeholders and in particular within CL, CSS in the Camden Council and Camden schools.
- The post holder will work closely with other Camden Learning managers and personnel and CSS colleagues to ensure that business activities meet the needs and objectives of the Company and schools.
- The post holder will ensure the conditions of working agreements with partner organisations are met, whether as represented in commissions or partnership agreements.

## **Work Environment:**

Office Based

## **Technical Knowledge and Experience:**

- Educated to degree level
- Experience in budget management and manipulating financial data
- Good knowledge of IT systems for web content and social media management.
- Ability to create comprehensive, written practical plans that meet business priorities and have a noticeable outcome
- Able to negotiate fees and contracts with providers
- Significant experience of working in either a schools business support or learning environment
- Experience of planning short, medium and long term training programmes.
- Some knowledge of current priorities for school workforce training and development.
- Demonstrates a high level of interpersonal skills and proven experience of building good working relationships with customers, colleagues and other stakeholders.
- Good personal management skills, acting positively, flexibly and constructively, bringing energy and focus to the work of the team.
- Experience of organising events and conferences.
- Excellent personal and office organisational skills, including prioritisation.
- Methodically approaches a large workload and ability to provide accurate work that meets tight deadlines.
- Generates innovative ideas and practical solutions for service initiatives and improvement.
- Evidence of strong customer service ethos and a clear understanding of the link to working in a Schools environment.
- The post holder will be required to utilise a significant degree of creative thinking, particularly around the drafting and presentation of brochures, web content course descriptions, marketing materials and similar publications.
- An aptitude at building and maintaining productive partnerships and relationships will need to be employed in engaging multiple stakeholders and maintaining strong working relationships.
- Decisions will need to be chosen from a wide range of alternatives with more complex or decisions being made in conjunction with the team management.
- An ability to work constructively as part of tightly knit and highly focused Business Operations Team
- The post requires innovative thinking in the context of the Business Operations Team. The post holder will have the remit for proposing solutions to schools business support and learning issues and challenges. S/he will be required to complete tasks in close co-operation with colleagues across Camden Learning and the CSS.

- The post holder will be required to contribute to business plans and budget reports for the Camden Learning management and Board.
- The role requires a highly flexible, accountable, driven and creative individual. The person must have a keen ability to solve problems and advocate decisions, share good practice with other officers and make a real commitment to the wider work of the Company.

### **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility