

JOB TITLE:

Executive Business Support Officer (Graduate)

Accountable to:

Group Director: Sector Strategies

Staff managed:

None

PURPOSE OF THE JOB

The purpose of the role is to provide broad day-to-day support to our Executives. Working closely with our Group Directors, the Executive Business Support Officers (EBSO) will work across a varied range of real-world projects and activities. The person will interact with every part of the business and attend meetings with or on behalf of the Director, preparing agendas and minutes which will in turn further their understanding of how Trinity works. Acting as the gatekeeper for the Group Director, the EBSO will receive and sense-check departmental reports, budgets and metrics, using a range of analytical techniques to provide analysis and undertake basic research for the Directors and interrogate system information where necessary. They will be expected to track and report KPIs and to identify any anomalies with the reports. The EBSO will liaise with Key stakeholders around the organisation both in the UK and internationally. The EBSO will track and monitor projects and provide project updates and update risk registers and timelines. In addition, they will prepare slide decks from scratch for high-level meetings. Finally, they may get involved in future customer service, product or academic activity with the delivery teams, internal and external conferences and support new product launches.

KEY ACCOUNTABILITIES & TASKS

- Proactive liaison with relevant departments and internal and external stakeholders to track and report on project timelines, KPIs and metrics.
- Understand any circumstantial changes or issues for example in service delivery, and suggest necessary amendments with the responsible Director or report clear reasons and resolutions to the Group Director and others in the team
- Prepare and distribute agendas and minutes/action logs for meetings and ensure the Group Director is well prepared to deal with their diary commitments.
- Undertake analysis and basic research on behalf of the Director and prepare reports and recommendations for consideration
- Managing correspondence, emails and telephone calls on behalf of the Director, providing interim or draft responses as required and escalating as necessary.

- Providing a focus for the Diary management of the Group Director, managing their workload, especially when they are travelling.
- Preparation of presentation slide decks from scratch, either from notes and guided by the Director or under their own initiative.
- Perform ad-hoc general clerical duties, setting up and maintaining paper and electronic filing systems for records, correspondence and other material
- Organising itineraries, including flights, other transport and hotel bookings
- Arrange and co-ordinate meetings and conferences, including venue and room booking, setting up the event and invitations and correct papers are sent at an appropriate time
- Track departmental budgets and process invoices and work-related expenses e.g. expense claim forms
- Working with other EBSOs and the Executive Assistants within TCL to provide holiday and other absence cover
- Providing support to other members of the TCL Executive on an ad-hoc basis and as required to ensure smooth working of the organisation as a whole

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

Education/Qualification

- A degree in an Arts, Language or Business-related subject

ESSENTIAL SKILLS REQUIRED:

Essential

- High-levels of literacy in MS Office package
- Robust written and verbal skills with an attention for detail
- Research and content writing skills
- Excellent self-planning, self-motivational, prioritisation and organisational ability
- Diligent and conscientious to what's going on, but driven and ambitious to see things through.
- Ability to diplomatically challenge
- Able to comfortably work as a part of a team, but equally able to work independently
- Ability to deal with matters of a confidential or sensitive nature
- Good interpersonal and influencing skills and comfortable liaising at all levels (up to Board level).
- Good analytical and numerical skills

Desirable

- Project management skills/techniques
- International experience and navigating cultural differences /2nd language
- Research skills
- Presentation skills
- Departmental budget and financial skills

<i>CONTACTS: EXTERNAL & INTERNAL</i>
<ul style="list-style-type: none">• All staff at Trinity• Trinity's network of internal/external contacts across the globe• Members of the Public• Council Members• Examiner panels• Any other individual or organisation calling on Trinity where this post is a point of contact
<i>FINANCIAL PARAMETERS</i>
Processing and monitoring invoices, budgets and expense claim forms when necessary on behalf of the Group Director