

Role title: Executive Assistant	Working hours: Full time, 35 hours a week (flexible working patterns available)
Reporting to: Chief Executive	Salary scale: £34,999-£36,045

Role purpose

The Executive Assistant role is vital to the smooth operational running of the organisation and provides essential administrative support to the Chief Executive, Senior Management team (SMT) and UKCISA governance structures, including diary management, booking travel, organising staff and governance meetings, and staff social events.

In addition to supporting the Chief Executive and UKCISA Senior Management team, the Executive Assistant is also the first point of contact for both internal and external stakeholder enquiries and managing general office duties, as listed below.

The Executive Assistant also acts as Clerk to the Board, attending and keeping accurate records of the Board of Trustees, Board committees and internal staff meetings, coordinating the preparation of meeting papers, collating and distributing agendas, minutes, papers and other relevant documentation as required, including support for statutory registers/filings.

Core responsibilities

Executive team support

- Diary management and scheduling internal and external meetings.
- Arranging work travel for the Chief Executive and other SMT members.
- Liaising with colleagues across the organisation to manage the Chief Executive and SMT diaries as required.
- Operational administrative support, including processing expense claims for the Chief Executive, and other SMT members as required.
- Coordinate central training courses for all UKCISA staff and maintain learning and development Sharepoint hub.
- Organisation of staff meetings, social events and organisation-wide training.
- Support for ad-hoc projects, reports and research to inform UKCISA's operations.
- Working with the Finance and Resources team to review processes and providers related to the above tasks.
- Ad hoc administration tasks as requested by SMT.

Governance

- Scheduling and servicing online and in-person Board and committee meetings (NB most Board and committee meetings take place on Microsoft Teams, with a minimum of one in-person Board meeting per year).
- Organising UKCISA staff to produce and/or contribute to timely papers for Board and committees.
- Managing Board and committee documentation, including preparing agendas, file management, planning and scheduling annual business, archiving and producing templates as required.
- Supporting Finance and Resources team in fulfilling compliance tasks including completing statutory registers/filings.

- Producing minutes of Board and committee meetings for approval by SMT lead and Chairs.
- Monitoring terms of office for Board and committee members to inform Nominations committee planning.
- Processing travel expense claims for in-person meetings
- Liaising with Honorary Officers' and trustees' offices as required to schedule meetings and project groups.

Office management duties

- Administration support for in-office meetings and external visits, notifying reception of scheduled visitors, booking rooms and catering.
- Liaison with Woburn House reception on mail and deliveries.
- Preparation of the UKCISA advice line rota, working with Advice and Training colleagues and freelance advisers to coordinate diaries.
- Management of shared and confidential inboxes, including the Chief Executive and Chair inbox, recruitment inbox, responding to queries and fielding them to the correct team or staff member.
- Administrative support for UKCISA external recruitment, including contacting candidates to arrange interviews and tests, and supporting the administration of UKCISA's recruitment process.
- Monitoring and restocking office supplies as required.

Key criteria

Essential

- Excellent written and verbal communication skills.
- Ability to maintain confidentiality and discretion at all times.
- Highly organised and able to prioritise workload independently.
- Skilled in acting as a first point of contact and fielding a wide range of queries from internal and external stakeholders across diverse communication channels, making decisions to respond or escalate queries appropriately.
- Organised, resourceful and proactive self-starter, able to demonstrate initiative to support SMT and identify administrative improvements as required.
- Skilled in building effective working relationships and working in close collaboration with colleagues across the organisation.
- Highly skilled in Microsoft 365, Sharepoint and Zoom, using CRM software (UKCISA currently uses Microsoft Dynamics).
- Experience of providing project support for internal projects.
- Ability to manage a range of third-party suppliers.

Desirable

- Experience of working within a membership organisation or the education sector.
- Experience of working with Microsoft Dynamics.

About UKCISA

The UK Council for International Student Affairs (UKCISA) is the UK's national advisory body serving the interests of international students and those who work with them. We provide membership services including advice, training and policy guidance to over 400 members and direct support services to thousands of international students each year. Our membership includes every university in the UK, many further education colleges, independent schools and students' unions.

Our office and all-staff events are based in central London, though staff are predominantly working remotely. We offer a flexible working style and a range of benefits including a generous pension scheme and annual leave entitlement.

Travel to member and student events across the UK, including overnight travel, is occasionally required, subject to government advice and restrictions.

Further information about us can be found by visiting our website: ukcisa.org.uk

Staff benefits

UKCISA offers a supportive, reflective work culture where all the staff team are active participants in the shaping of the organisation. We pride ourselves in delivering excellence in all that we do.

We are currently working on a hybrid basis. Our staff mainly work from home, but we have an office in London for collaborative work and for staff who want access to an office space. We also meet in-person for regular all staff days in London.

Staff benefits include:

- A generous staff pension as part of the USS Pension Scheme, contributing 14.5% of gross salary.
- Annual leave allowance of 25 days plus bank holidays and additional discretionary leave between Christmas and New Year.
- Bi-annual eye tests and contribution to prescription glasses (conditions apply).
- Monthly all staff days with lunch provision.
- An employee assistance programme.

How to apply

To apply for this role, please [use the Applied platform](#) to submit an up-to-date CV and respond to three work-based questions. To support our commitment to equality, diversity and inclusion, all of our applications are anonymised before review.

The deadline to apply is Monday 5 February at 12.00pm, with online interviews taking place on 15 & 16 February. Please note that we will be unable to consider applications received after the closing date.

Application queries, including reasonable adjustment requests, can be made by emailing recruitment@ukcisa.org.uk