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**Executive Assistant to the UCA Director of the Institute of Creativity and Innovation**

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| **School/Department:**  | Institute of Creativity and Innovation |
| **Grade:** | 6 |
| **Reports to:**  | UCA Director of the Institute of Creativity and Innovation (ICI), University for the Creative Arts |
| **Responsible for:**  | N/A |
| **Summary of Main Job Purpose:**The Executive Assistant (EA) to theUCA Director of the Institute of Creativity and Innovation will provide pro-active executive support and general office support to the Assistant Dean and other ICI teaching staff, while working and coordinating with other ICI administrative staff. English-language support will require the postholder to support ICI’s non-Chinese speaking teaching staff as they settle-in, adjust, and navigate a Chinese environment.A good understanding of university environments is needed for the postholder to work pro-actively with a high degree of independence and initiative. Fluency in English and Chinese along with experience living in a foreign country also required |

 **Main Responsibilities/Duties**

To manage the Director’s diary, liaising with colleagues internally and externally to arrange meetings and ensure effective time management.

To coordinate, advise and support committees, groups and meetings as required by the Director: scheduling, preparing, circulating agendas and papers, taking minutes, and tracking actions.

To process post and e-mail: monitoring incoming messages, filtering, re-directing, drafting and sending communications on behalf of the Director where appropriate, tracking responses, ensuring appropriate follow-up action, providing supporting information as required, ensuring deadlines for action are met, and that copies of correspondence are distributed to colleagues where appropriate.

To take initiative to create time efficiencies, reduce overload at key times, improve channels of communication and ensure key activities are undertaken in a timely fashion.

To co-ordinate travel arrangements as required including booking of hotels, flights, car rentals, visa applications etc.

* To support staff recruitment processes (set up panels, reception services etc.).
* To raise purchase orders and complete related tasks, such as writing specifications and obtaining quotations, as required.
* To complete and track the Director’s expense claims.
* To support broader ICI activities such as open days, conferences, exhibits, and ad hoc events (occasional evenings and weekends may be required).
* To liaise with all departments within the University for the Creative Arts and Xiamen University to support communications with the Director.
* To act as a language support person, including, but not limited to:
	+ Translate documents from one language to the other.
	+ Act as an interpreter in meetings.
	+ Assist new ICI international staff and visitors with language support from the time they arrive in China.
	+ Assist new hires with the installation and use of necessary apps and websites.
	+ Ensure ICI international staff are supported as they adapt and adjust to living and working in China, which may include support during initial shopping trips, online purchases, setting up a bank account, providing information on Chinese cultural differences, and more.
* To undertake any other duties as might reasonably be required, which from time to time may include supporting other colleagues within ICI.

 **Other Duties**

To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.

Take responsibility for the health and safety of yourself and others in carrying out the duties of the role.

To promote equality, diversity and inclusion in your performance of your duties.

To take responsibility for safeguarding of children and vulnerable adults as a member of UCA staff.

* To actively participate in learning and development to meet the requirements of your role and the University.

# **Selection Matrix**

**This matrix identifies the criteria needed to be effective in the position. These will be used for selection purposes.**

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| **Criteria** | Essential | Desirable | Used to shortlist (max of 5) |
| **Qualifications**  |
|  | Undergraduate degree or higher. |[x] [ ] [x]
|  | Fully Chinese-English bilingual. |[x] [ ] [x]
| **Knowledge & Experience** |
|  | Experience living in a foreign country without a full understanding of that country’s primary language.  |[ ] [x] [ ]
|  | Experience translating and interpreting (Chinese/English) | [ ]  |[x] [ ]
|  | Experience establishing and maintaining appropriate systems of information management using well-developed IT skills including practical experience of using Microsoft Office software. |[x] [ ] [ ]
|  | Experience of providing administrative and operational support and advice to executive management within an educational or corporate setting, supporting meetings, diary management and generation of appropriate correspondence and communications. |[ ] [x] [ ]
|  | Experience of establishing, developing, and maintaining effective working relationships both internally and externally using negotiating and influencing skills at a variety of levels. |[x] [ ] [ ]
|  |  |[x] [ ] [ ]
| **Ways of Working**  |
|  | Ability to provide a professional customer service approach. |[x] [ ] [ ]
|  | Ability to forward plan, take the initiative and anticipate issues in advance. |[x] [ ] [ ]
|  | Ability to prioritise, taking account of issues of strategic importance and deliver against strict deadlines. |[x] [ ] [ ]
|  | Ability to direct and co-ordinate using advanced organisation and time management skills both individually and as a team player. |[x] [ ] [ ]
|  | Ability to research given topics, analyse information and use problem solving skills to make recommendations. |[x] [ ] [ ]
| **Personal Attributes/Behaviours** |
|  | Excellent interpersonal, presentation, and advisory skills demonstrating excellent oral and written communication |[x] [ ] [ ]
|  | Diplomacy and ability to work in confidence, applying discretion and diplomacy to sensitive or confidential matters. |[x] [ ] [ ]
| **Other requirements** |
|  |  |[ ] [ ] [ ]

**Does this role require a DBS check?** No