



ROYAL
ACADEMY
OF MUSIC

1. JOB DETAILS

Job Title:	Executive Assistant and Management Support (P/T 0.8 FTE)
Dept/Faculty:	Estates
Location:	Royal Academy of Music
Responsible to:	Head of Estates
Dimensions:	
Internal/external contacts:	Staff, students, venue-hirers, members of the public,

2. PURPOSE OF THE JOB

To directly support the Head of Estates with all admin, projects and diary management. To provide additional administration support where needed to all Estates team departmental heads.

- To support the Head of Estates in all administration tasks.
 - To be responsible for the creation of a new centralised digital filing system
 - To provide additional support where required to all other Estates HOD.
 - To serve as the main point of contact Primarily for the Head of Estates and secondary to other departmental heads within the Estates provision.
 - To take minutes of all departmental meetings as required.
 - To purchase all items through the departmental credit card to ensure compliance and control.
 - To arrange and make all diary appointments for the HOE.
 - To make all necessary travel arrangements for the HOE.
 - To provide excellent customer service skills.
 - To provide excellent record keeping skills to ensure statutory compliance across all areas of estate management.
 - To carry out any other duties within the scope, spirit and purpose of the job, as requested by the line manager or Head of Department.
 - To be responsible for the maintenance of effective record keeping for the Environmental Management Systems.
 - To assist in all areas of ISO 14001 accreditation.
 - To be responsible for the management and implementation of a new CAFM system.
 - To manage the route calls for the CAFM system to ensure allocation to correct sub-team.
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3. NATURE & SCOPE

The Royal Academy of Music is an institution of world renown, training over 800 students from more than 50 countries in over 20 musical disciplines. Britain's oldest conservatoire, established in 1822, the Academy is committed to the future and shaping contemporary musical life through the students we teach, the events we host, the recordings we produce, our research and by nurturing an engaging community that is open to everyone.

The Estates Department is at the heart of the Academy and affects the experience of all those visiting the buildings. It is an extremely busy department covering a wide range of activities and operating in an environment which is open to the public. The main building is open from 7am-11pm most days with frequent public concerts at lunch times and evenings. As a result, cover is often required outside of standard office hours.

The main buildings are on long leases, situated on the Marylebone Road (Grade I and Grade II listed) and there are three other properties used for teaching and practice nearby.

This job requires strong organisational skills and excellent attention to detail and presentation.

GENERAL:

1. This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the postholder.
 2. All employees have a duty to comply with the Academy's published policies and procedures and at all times work within the spirit and scope of Academy Equality and Diversity Policy.
 3. The Academy is committed to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment, in line with the Ethics and Conduct policy.
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PERSON SPECIFICATION

Job Title: Executive Assistant and Management Support

Grade: 4

Department: Estates

Date:

ATTRIBUTES	ESSENTIAL	DESIRABLE
SKILLS / KNOWLEDGE / COMPETENCIES:	<p>Good IT skills (Word, Excel)</p> <p>Excellent Communication Skills</p> <p>Excellent Organisational Skills</p> <p>Ability to Multi-Task</p> <p>Ability to prioritise.</p> <p>Knowledge of EMS document management system.</p>	Good PowerPoint skills
EXPERIENCE:	<p>Experience in a similar position within Facilities Management</p> <p>Experience of Management Support</p>	Experience of various CAFM systems
QUALIFICATIONS / TRAINING:	<p>Good standard of general education, including minimum of GCSE Maths and English grade A-C (or equivalent)</p>	
PERSONAL ATTRIBUTES:	<p>The ability to communicate effectively and appropriately with a diverse range of people.</p> <p>Flexible</p> <p>Team player</p> <p>Excellent customer service skills</p> <p>Attention to detail</p> <p>Excellent organisational skills</p> <p>Ability to remain calm and organised under pressure</p>	