

JOB PROFILE	
Company:	Italia Conti
Department:	Operations
Role:	Executive Assistant to the Senior Leadership Team & Business Support Coordinator
Reporting to:	Chief Operating Officer
Direct reports:	N/A
Location:	Victoria Place, Woking
Salary band:	Band B

ROLE SUMMARY
<p>The Executive Assistant to the Senior Leadership Team & Business Support Coordinator provides direct administrative and operational support across the Senior Leadership Team (SLT) and Business Support departments.</p> <p>The post-holder will provide day-to-day executive support to the Chief Executive Officer, Chief Operating Officer and Principal, and broader administrative and co-ordination support to the Director of Finance, HR Director, and Vice Principal.</p> <p>Key aspects of the role are to:</p> <ul style="list-style-type: none"> • Support the CEO with governance, stakeholder engagement, new-business development, and external communications. • Support the COO as the central co-ordination point for facilities, contractors and site operations, ensuring efficient communication and project delivery across the organisation. • Support the Principal in co-ordinating communications, data monitoring and reporting across Teaching & Learning, Quality and Safeguarding, working closely with academic and professional service teams. <p>The role also supports Business Support functions including Marketing, Events, Engagement & Development, IT, Finance and HR, ensuring effective co-ordination between these areas and the Drama School (Teaching & Learning, Quality, Wellbeing and Safeguarding).</p> <p>Based on-site five days per week, the role serves as the primary contact and public-facing representative for the SLT and Business Support activities. It involves overseeing the day-to-day running of the office environment, supporting visiting staff, partners and contractors, and providing in-person administrative and logistical assistance to the Executive Team and Operations staff. The role also supports the wider Operations team at peak times, covering front-of-house, reception, chaperoning and other operational duties as required.</p> <p>This includes meeting and event preparation, arranging or setting up refreshments and light catering where required, and providing front-of-house support for visitors and external partners. The post-holder will also provide personal day-to-day assistance to the Senior Leadership Team, including organising refreshments and breakfast/lunches, and undertaking occasional errands to support their schedules.</p> <p>Responsibilities also include diary management, correspondence, research and paper preparation, as well as co-ordination of institutional communications, events, and alumni and stakeholder databases to support ongoing engagement and development initiatives.</p>

KEY ACTIVITIES

Executive Support

- Providing proactive and confidential administrative support to the CEO, COO, Principal, and wider Senior Leadership Team.
- Managing diaries, correspondence, and travel arrangements for the CEO, COO and Principal, ensuring effective scheduling and prioritisation.
- Preparing and distributing agendas, papers, and minutes for SLT, Board and committee meetings, following up on agreed actions.
- Drafting and formatting documents, briefings, reports and presentations for internal and external audiences.
- Handling, monitoring and prioritising incoming correspondence, e-mails and calls, ensuring they are dealt with in a timely and professional manner.
- Maintaining organised electronic and physical filing systems for the SLT.

Specific Support Areas

- **CEO:** Supporting with governance reporting, stakeholder engagement, Board preparation, and external communications.
- **COO:** Acting as the main coordination point for facilities and contractor management, scheduling and permitting works, liaising with internal teams, and maintaining communication with building management and suppliers.
- **Principal:** Supporting communication, data monitoring, and reporting across Teaching & Learning, Quality and Safeguarding teams, ensuring timely information flow and documentation.

Facilities, Operations and Business Support Coordination

- Serving as the central administrative link between the Senior Leadership Team, Operations, and Business Support departments.
- Coordinating project-based work across Marketing, Events, Engagement & Development, IT, Finance and HR, ensuring consistent communication with Drama School teams (Teaching & Learning, Quality, Wellbeing and Safeguarding).
- Supporting the COO and Operations team in planning and delivering maintenance, inspections, and ad hoc site projects, including processing permits and coordinating access.
- Managing administrative aspects of external hires, including scheduling availability, notifying building management, coordinating access and permits, and updating shared calendars and the Building Management System (BMS).
- Administering parking permits for staff and contractors.

- Supporting the daily running of Business Support offices, ensuring workspaces and meeting areas are organised and well-presented.
- Providing on-site operational support to staff, students and external visitors, including meeting preparation, refreshments and logistics.
- Supporting the wider Operations team during busy periods, including front-of-house, reception, chaperoning and event-related duties.

Events, Communications and Engagement

- Assisting with the planning and delivery of corporate, academic and alumni events, working closely with the Marketing and Events team.
- Maintaining and developing a segmented database of Italia Conti alumnx, supporters and friends, supporting communications and development initiatives.
- Keeping up to date with alumnx destinations and maintain contact for engagement purposes.
- Supporting communication and liaison with external stakeholders, industry partners and professional bodies.
- Coordinating internal communications for the SLT, ensuring information is shared accurately and promptly.

General Administrative Support

- Providing administrative assistance to projects, proposals and bids through research, consultation and liaison with relevant staff and external contacts.
- Contributing to drafting reports and presentations using relevant software packages.
- Coordinating internal and external catering arrangements where required.
- Managing key files, presentations and documents on behalf of the SLT, ensuring effective organisation and retrieval.
- Undertaking ad hoc administrative duties and supporting wider operations during peak times to ensure the smooth running of courses and a high-quality student experience.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED		
	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none"> • A good undergraduate degree or diploma in a relevant discipline, or equivalent experience demonstrating a comprehensive understanding of administration in an HE, FE or performing arts environment. 	<ul style="list-style-type: none"> • A keen interest in the performing arts and arts education.

Knowledge/Skills	<ul style="list-style-type: none"> • Excellent organisational and coordination skills, with the ability to manage competing priorities calmly and effectively. • Outstanding communication and interpersonal skills, with a confident, approachable and collaborative style. • Proven ability to handle confidential information with discretion and professionalism. • Strong digital literacy, including experience using Office365, specifically Outlook, SharePoint, Excel, Word, and Teams. • Excellent written and spoken English, with accuracy and attention to detail in drafting reports, correspondence and presentations. • Ability to build strong working relationships across departments and act as a trusted representative of the SLT. • Personal integrity, reliability and a positive, solutions-focused attitude. • Flexible and proactive approach, with readiness to support colleagues across multiple teams and sites. • Commitment to equality, diversity, inclusion and safeguarding in all areas of work. 	<ul style="list-style-type: none"> • Knowledge of the performing arts, creative industries or arts education sector. • Familiarity with CRM or project management systems. • Awareness of facilities, operational and events processes in a busy educational or creative setting. • Awareness of data protection, governance and compliance practices. • First Aid qualification.
Experience	<ul style="list-style-type: none"> • Experience providing executive or senior administrative support to senior leaders or directors. 	<ul style="list-style-type: none"> • Experience within a performing arts, higher education or further education institution.

	<ul style="list-style-type: none"> • Demonstrable experience in diary and inbox management for multiple senior staff. • Experience coordinating or supporting cross-departmental projects. • Experience servicing committees and producing accurate minutes and action logs. • Experience supporting events or institutional projects from planning to delivery. • Experience liaising with contractors, partners and internal stakeholders. • Experience in site-based operational activity such as facilities coordination, maintenance scheduling or contractor liaison. • Willingness to work occasional evenings or weekends to support events (with time off in lieu). 	<ul style="list-style-type: none"> • Experience supporting Business Support teams (Marketing, Events, HR, IT, Finance). • Experience supporting operational teams in multi-site environments. • Experience contributing to continuous improvement or organisational development initiatives. • Experience in outreach, widening participation or engagement work.
<p><i>The above duties will inevitably change as the work of Italia Conti develops. The post-holder should therefore expect periodic variations to this job description. This job description may also be supplemented on a regular basis by individual objectives derived from the Italia Conti's strategies.</i></p> <p><i>The post involves commitment to working outside the normal hours and a willingness to work flexibly is expected. There may be an occasional need to undertake business travel.</i></p> <p><i>All employees are expected to uphold Italia Conti's values and comply with its code of conduct, and with equality, diversity, inclusion, health and safety, and safeguarding policies.</i></p>		