



## Candidate Information Pack

Executive Support Team  
Administrator

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## About UCL

Founded in 1826 in the heart of London, UCL is London's leading multidisciplinary university, with more than 18,000 staff and 51,000 students from over 150 different countries.

We are a diverse community with the freedom and courage to challenge, to question, and to think differently.

Through a progressive approach to teaching and research, our world-leading academics, curious students and outstanding staff continually pursue excellence, break boundaries, and make an impact on real-world problems.

Since 1826, we have challenged orthodoxy and applied ourselves to making the world better, seeking to serve society through the generation and application of 'useful' knowledge, with a particular focus on leading interdisciplinary discussion and debate.

UCL is now one of the world's top universities, with broad disciplinary excellence in research, innovation, education and impact. We operate on a large scale and nevertheless deliver exceptional academic performance: an achievement that has few parallels internationally.

Find out more about [UCL here](#).



## About IOE - Faculty of Education and Society

Working across education, culture, psychology and social science, we create lasting and evolving change in a real-world context. We embrace cross-pollination, collaboration and excellence to create a future that is inclusive and just. We do this through world-leading education, research and enterprise, and have been ranked number one for education worldwide every year since 2014 in the QS World University Rankings.

We merged with UCL in December 2014, and have grown our community to more than 8,000 students, 800 staff and hundreds of thousands of alumni who push the boundaries of knowledge and lead challenging conversations.

We were previously known as the UCL Institute of Education.

IOE comprises six academic departments:

- Social Research Institute (SRI)
- Learning and Leadership (DLL)
- Culture, Communication and Media (CCM)
- Curriculum, Pedagogy and Assessment (CPA)
- Psychology and Human Development (PHD)
- Education, Practice and Society (EPS)

The IOE is also host to the Centre for Languages and International Education.

Find out more about [IOE here](#).



## About the Directorate

### About the Department

Led by the Director and Dean, the IOE Directorate is the central administrative office for the IOE and acts as the point of contact for senior central UCL officers, other faculties of UCL and external organisations. It is responsible for setting, managing and monitoring the overall strategic direction and operational plans for the IOE. The Directorate's Executive team comprises the following staff:

- Director & Dean
- Pro-Director Education
- Pro-Director Research and Development
- Director of Operations
- Director of Strategy, Policy and Public Affairs
- Head of Business Partnering for Finance

The Directorate works closely with the six Heads of Department, the Vice-Deans and the leads for professional services departments within the IOE, including research services, business and enterprise, and marketing and communications.



## Staff Benefits

UCL is a dynamic, global university based in one of the most exciting capital cities in the world. Not only does working at UCL offer the opportunity to work with game changers in your field, but also provides competitive terms, conditions and benefits.

UCL benefits and policies apply equally, whatever the sexual orientation and/or gender identity of employees. Benefits and policies relating to employees partners include both different sex and same sex partners.

### Annual leave

27 days of annual leave plus six closure days at Christmas and Easter (pro rata for part time staff) as well as statutory holidays.

### Work life balance

We facilitate flexible working such as flexitime, annualised hours, term-time working, shift working, staggered hours, job share/job splitting, part-time working, compressed hours, career breaks and planned remote working.

### Professional development

People development is at the heart of everything we do at UCL. Colleagues have access to a comprehensive range of training programmes and development opportunities that are organised by our Organisational Development team.

Find out more about our other [staff benefits here](#).



## Our Commitment to Equality, Diversity and Inclusion

As London's Global University, we know diversity fosters creativity and innovation, and we want our community to represent the diversity of the world's talent. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where we all belong.

We therefore particularly encourage applications from candidates who are likely to be underrepresented in UCL's workforce.

These include people from Black, Asian and ethnic minority backgrounds; disabled people; LGBTQI+ people; and for our Grade 9 and 10 roles, women.

IOE holds an Athena SWAN Silver award, in recognition of our commitment to advancing gender equality.

### EDI Networks

Our staff equalities networks are open to all staff. They are places where people with shared identities and backgrounds can connect with colleagues and make positive change across the university.

[Find out more here.](#)

### Equality Areas

Information on various types of equality, including disability, race, gender, sexual orientation and religion, as well as the various charter marks UCL participates in.

[Find out more here.](#)





## How to Apply

Before completing your application, ensure that you have thoroughly read the job description and have had reviewed the [IOE website](#).

Your application form should address all the person specification points and should clearly demonstrate how your skills and experience meet each of the criteria.

**It is important that the criteria are clearly numbered and that you provide a response to each one.**

Your responses to all the selection criteria form an essential part of the selection process and a failure to provide this information will mean that the application will not be considered. An answer to any of the criterial such as 'Please see attached CV' will not be considered acceptable. Following the selection panel's shortlisting process, you will receive notification of the outcome of your application.

Please note that any offer of employment is conditional on your [right to work](#) in the UK.

For British passport holders, as part of our standard pre-employment check process, we will be submitting your details to Experian to complete the mandatory RTW checks. For non-UK passport holders, we arrange a Teams phone call to verify your share code certificate and status, prior to your start date.

Further information on the application process can be [found here](#).





# Job Description

## Executive Support Team Administrator

**Grade 6 and 0.8 FTE**

**IOE - Faculty of Education and Society**

**Location: Bloomsbury, London (40% on-campus / 60% remote)**

**Reports to: Executive Officer**

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### Main purpose of the job

To support the Executive Officer (EO) and two Executive Assistants (EA) in the efficient functioning of the Directorate and across the faculty, providing administrative support to multiple members of IOE's Senior Management Team within the Directorate.

This is an important post within IOE's Directorate, offering an opportunity to undertake a wide variety of operational activities including interacting with individuals both inside and outside of UCL.

The post is available at 0.8FTE (29.2 hours per week with a start date in January 2026.

Interviews will be held on 19<sup>th</sup> November 2025.

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### Duties and responsibilities

- Support with:
  - Maintaining the calendars of several members of the Executive/Directorate team
  - Managing requests for appointments and meetings
  - Scheduling regular meetings ahead of each academic year
  - Assisting with the arrangements for annual away days and faculty and Directorate events.
- Service boards/committees:
  - Minute meetings, identify dates/times, make room bookings and catering arrangements, set up meeting rooms appropriately
  - Co-ordinate agendas and circulate papers

- As a crucial part of the role, this requires flexibility to cover notetaking on meeting dates.
- Supporting the EO and EAs with administrative duties and undertake individual tasks and ad-hoc projects as requested.
- Provide adhoc support to the faculty's Departmental Administrators during busy periods.
- Booking conferences, travel and accommodation
- Manage requests for departmentally bookable rooms.
- Assist with coordination of staff recruitment interviews and appointments.
- Act as a key contact for enquiries and ensuring appropriate hospitality arrangements are in place for visitors.
- Assist in maintaining a database of key contact details for the Dean.
- Disseminate internal communications as well as external stakeholders' communications.
- Ensure accurate and up-to-date information about the work and structure of the Directorate is maintained on the faculty website and intranet.
- Liaise with UCL Estates/IOE Facilities to request cleaning, portage and maintenance as needed.
- Assist in maintaining appropriate electronic filing/records systems in support of all faculty level activities.
- Monitoring and maintaining of office supplies and equipment. Working with IOE Facilities and suppliers.
- Processing expense claims and raising purchase orders. Managing procurement for the Directorate and some faculty-wide purchases and subscriptions.
- Reconciling the faculty Corporate Card and submitting claims on behalf of the holder.
- Owning and taking responsibility for the departmental Purchasing Card, making low-cost purchases of items not available via UCL's eMarketplace or not suitable for purchase orders, and reconciling the accounts on a monthly basis in line with UCL Procurement's requirements.
- Responding to and managing paper orders for printers across the faculty arranging for their portage to the storeroom and to the printers/orderers.
- Work effectively with the EO and EAs to support the Executive/Directorate Team and provide cover during times of absence. This will require some workload and task flexibility, but training and support will be provided.

In addition, the post holder will be expected:

To actively follow and promote UCL policies, including Equal Opportunities and Race Equality policies.

The staff member will have a responsibility to carry out their duties in a way that embodies UCL's environmental and social sustainability values, actively supporting UCL's Sustainability Strategy, policies and objectives within the remit of their role.

To maintain an awareness and observation of fire and health and safety regulations.

To carry out any other duties commensurate with the grade and purpose of the post.

The successful candidate will need to meet UCL's expectations of core behaviours as outlined in the [Behaviours Framework](#).

As duties and responsibilities change the job description will be reviewed and amended in consultation with the post holder.

UCL currently employs staff in hybrid working and typically will be expected to be on campus for 40% of their time.

**June 2025**

# Person Specification

Criteria		Assessment method (Application/Interview)
Essential criteria		
1	Demonstrable and relevant professional administrative experience: substantial office/administrative experience including managing busy and complex electronic diaries, servicing committees and minute taking	Application/Interview
2	Experience of handling and maintaining confidential information and communications; working discreetly, sensitively and effectively	Interview
3	Excellent verbal and written communication skills including the ability to interact effectively with a variety of people at all levels both within UCL and externally	Application/Interview
4	Ability to distinguish between conflicting demands, scheduling and planning work in order to meet priorities and deadlines, including the ability to analyse problems and identify potential solutions.	Interview
5	Ability to work proactively and independently. Demonstrating initiative, following tasks through to completion with minimum supervision and a high level of accuracy and attention to detail.	Application/Interview
6	The ability to work effectively and proactively as part of a team, contributing, motivating and supporting colleagues, to achieve team and personal goals	Interview
7	Demonstrable experience of using appropriate administrative software packages including Microsoft (Excel, Word, Outlook) and database systems linked to HR and Finance	Application/Interview
8	Experience of working in the Higher Education sector	Interview
9	Innovating and sharing new ways to work efficiently	Interview
10	Commitment to UCL's policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and backgrounds	Interview



Criteria		Assessment method (Application/Interview)
<b>Desirable criteria</b>		
1	Experience of working in the Higher Education sector	Application/Interview

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**[ucl.ac.uk/jobs](https://ucl.ac.uk/jobs)**