

Job Description: Executive Coordinator

Faculty/Directorate/Service Area:	People Services
Job Title:	Executive Coordinator
Salary:	Grade 6 £29,959 - £33,482 per annum pro rata together with NEST pension benefits
Hours of work:	21 hours per week to be worked over 5 days (ideally 8:30am start)
Contract:	Fixed Term until 31 st July 2026
Location:	This position will be based at Singleton Campus, supporting other campuses as required

Main Purpose of Post	<ol style="list-style-type: none"> 1. Accountable for delivering a professional and efficient, customer focused service, including effective planning and diary management for People Services Director. 2. Manage and monitor email correspondence on behalf of People Services Director, drafting responses, allocating to appropriate lead and following up on actions. Ensuring high level of confidentiality, tact and discretion when dealing with highly sensitive information. 3. Coordinate meetings, including those of the People Services Director and Senior Leadership Team and liaising with senior university stakeholders, ensuring agendas and papers are distributed in a timely manner, writing and distributing minutes and actively managing follow-through of agreed actions. Preparing presentations for the People Services Director. 4. Responsible for delivering a systematic approach to identifying issues, risks and opportunities. Providing innovative solutions in partnership with People Services Leaders and colleagues. 5. Provide accurate, timely and relevant information to the People Services Director including regular reports. Collect and collate relevant data, measures, feedback, escalating areas of risk. 6. Demonstrate excellent time management with ability to prioritise workload and excellent attention to detail whilst working at pace. 7. Work with People Services leaders and colleagues and senior stakeholders to shape the development of plans and priorities. 8. Demonstrate initiative and judgement in responding to issues that require immediate attention and/or escalating as appropriate. 9. All colleagues are expected to engage in alternative roles in other areas of People Services or the wider University, for personal and professional growth or where it may be operationally required. 10. Be outward looking and future focussed, horizon scanning and using professional networks to identify trends and innovative approaches that will inform the People strategy. 11. Role model a continuous improvement approach, and use the insights gained in the role to suggest innovative ways of improving elements of the Director of People Services outputs, regularly reviewing and enhancing the strategic role of the People Leadership Team. 12. Work to defined timeframes, ensuring quality work is produced in an environment of conflicting priorities. 13. As a high performing Department, People Services is constantly improving and all colleagues are expected to engage in alternative roles in other areas of People Services or the wider University, for personal and professional growth or where it may be operationally required.
General Duties	<ol style="list-style-type: none"> 1. To fully engage with the University's Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as agreed by the Faculty / Service Area.

	<p>5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy.</p>
Professional Services Values	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>We are Professional</p> <p>We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.</p> <p>We Work Together</p> <p>We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p> <p>We Care</p> <p>We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
Person Specification	<p>Essential Criteria:</p> <p>Values:</p> <ol style="list-style-type: none"> 1. Demonstrable evidence of taking pride in delivering professional services and solutions 2. Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. 3. Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience <p>Qualifications: N/A</p> <p>Experience:</p> <ol style="list-style-type: none"> 1. Evidence of working in a highly confidential role, with access to highly sensitive information. 2. Evidence of working in a fast paced environment providing clarity of expectation, timeframe and quality to all colleagues in an environment of conflicting priorities. 3. Evidence of effectively working in partnership with colleagues, stakeholders and leaders to implement and deliver outcomes on time and to the required standard. 4. Evidence of providing a broad range of professional, customer focused information, demonstrating a high understanding of individual customer needs, to include: coordinating high quality documentation, drafting emails to senior stakeholders and on behalf of the Senior Team.

	<p>5. Evidence of successfully contributing to creating a culture that motivates self and others to be innovative, outcome-focused and perform effectively to maximise the growth of the organisation.</p> <p>6. Evidence of actively seeking and acting upon feedback to learn and develop as a professional.</p> <p>7. Evidence of confidently applying digital solutions such as Microsoft Office applications.</p> <p>8. Evidence of ability to prioritise, plan and organise your work in an environment of ever-changing demands.</p> <p>Desirable Criteria:</p> <ul style="list-style-type: none"> The ability to communicate through the medium Welsh
Welsh Language Level	<p>Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.</p> <p>For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.</p>
Additional Information	<p>Informal enquiries: Sian Cushion S.S.Cushion@Swansea.ac.uk</p> <p>A DBS check is not required for this role.</p>

