

MOUNTVIEW

Job Description

JOB TITLE:	Executive & Governance Administrator
RESPONSIBLE TO:	Principal & CEO
WORKS CLOSELY WITH:	Board of Trustees Subcommittees of the Board Executive Team
LIAISES WITH:	Other Academic and Administrative Staff

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview does things differently. Through our higher education programmes, our participation work, our growing network of regional sites, and our own examination board in Musical Theatre, Mountview Exams, we aim to dismantle barriers to the arts, open access to training for people of all ages and abilities, and engage meaningfully with the communities around us.

We are a vibrant, outward-looking organisation, agile and responsive to a changing sector. Each year we share our space, expertise and resources, learning from and collaborating with the rich cultural ecology on our doorstep and beyond. While our purpose-built home in Peckham remains central to who we are, Mountview is not defined by a single location: it is not a building, but an ethos.

OUR MISSION, VISION AND VALUES

Mountview is dedicated to developing the actors, technicians and practitioners who will shape the future of the creative industries.

Our vision is to be a world leader in dramatic training, making an impact locally, nationally and internationally. We give potential a chance, nurturing bold, curious and purposeful artists, and we work to ensure our teaching remains current, ambitious and relevant. We train our students to the highest standards, developing skills, confidence and individuality through innovative practice, close industry relationships and a deep belief in the power of creativity to change lives.

Our staff team is highly skilled and collectively committed to Mountview's mission. Together, we have built a flourishing, energetic workplace that celebrates kindness and difference, and succeeds through a shared belief in our core values:

- Challenge the Status Quo
- Create Belonging
- Sustain the Future
- Compassionate Collaboration
- Transparent Communication

Inclusivity and belonging sit at the heart of our organisation: we commit to learning, to accountability, and to doing better when we fall short. By investing in our people and our

MOUNTVIEW

partnerships, we secure a vibrant future for the arts – and for the students and staff who make Mountview what it is.

HOW WE WORK AT MOUNTVIEW

At Mountview, people work hard, care deeply about what they do and look out for one another. We are a friendly, ambitious organisation with high expectations of ourselves, where everyone is trusted to take responsibility, pitch in when needed and contribute beyond their immediate role. We value openness, thoughtful challenge and a willingness to keep learning as we grow, and we support each other to meet high standards and do our best work.

The behaviours below are rooted in our values and describe what this looks like in practice. They set out the expectations for how we work, collaborate and deliver at Mountview. They apply to everyone and are demonstrated at a level appropriate to each role and its responsibilities:

Mindset & Approach	Interpersonal Skills & Relationships	Organisational Effectiveness
Responsibility & Accountability	Compassion & Respect	Continuous Improvement
Resilience & Adaptability	Collaboration & Teamwork	Using & Managing Resources
Curiosity & Creativity	Communicating & Influencing	Inclusive Practice

I hope, having learned more about Mountview, that you feel encouraged to apply for this role. If you do, please know this: you are welcome here.

PURPOSE OF THE ROLE

The Executive & Governance Administrator is a key member of Mountview's administrative team, responsible for providing full clerical assistance to the Principal & CEO, and acting as secretary to a wide range of committees and working groups, including quarterly Board meetings. The post holder will also provide administrative support across projects, events and stakeholder management.

HOW THE ROLE WORKS

Flexibility is key. The work is fast moving, with changing priorities, and has peaks and troughs created by the Principal & CEO's busy diary and by Board and Committee meetings. While the role primarily supports the Principal & CEO, there may be times when there is a need to provide administrative support to the whole Executive team and/or the wider organisation. Success comes from understanding the Executive team's working style and supporting them effectively.

MAIN DUTIES AND RESPONSIBILITIES

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

Support for the Principal & CEO

- Provide effective support both in person and remotely, recognising that the Principal & CEO works across multiple locations and is not always office based.
- Proactively manage the Principal & CEO's complex diary and schedule, ensuring her time is effectively prioritised.

MOUNTVIEW

- Provide personal assistance to the Principal & CEO, dealing with correspondence, preparing letters, documents and high-standard reports and presentations (note that the Principal & CEO works remotely around 3 days per week).
- Manage telephone calls, email queries and other electronic communications (e.g. via Teams), and ensure these are dealt with effectively and appropriately, responding to enquiries from staff, students, visitors and external contacts.
- Compile and reconcile monthly expenses for the Principal & CEO.
- Process invoices for items authorised by the Principal & CEO.
- Maintain an awareness of the line-management responsibilities of the Principal & CEO, arranging regular 1:1s, developing and maintaining an appraisal log and filing all related documentation.
- Maintain awareness of organisational developments and priorities and support the Principal & CEO to be accessible and available to the internal team as required; when appropriate, direct enquiries to relevant senior colleagues.
- Meet and greet external guests of the Principal & CEO.

Board and Committee Support

- Provide committee support services, specifically to the Board of Trustees, Board subcommittees and Executive Team and to some additional committees, task and project groups which the Directors or Chair of the Board may be required to attend.
- Work closely with the Principal & CEO, Company Secretary, relevant Committee Chairs and Executive team to agree agendas and prepare packs for meetings, circulating papers within agreed timeframes.
- Take minutes at Committee and Board meetings to agreed format, utilising technology as appropriate (e.g. AI) for efficiency and effectiveness, and write up and agree final minutes with Chair of relevant Committee and circulate to wider Committee in a timely manner (note that Board and Board subcommittee meetings are up to 3 hours in duration).
- As appropriate, prompt the Executive team to progress actions arising from committee meetings and oversee the follow-through of decisions.
- Keep and maintain files of Executive, Committee and Board meeting papers.
- Maintain a record of trustees' terms of service, flagging to the Company Secretary when trustees' terms are due for renewal or are coming up for completion.
- Support the Company Secretary in the management of statutory administration, including keeping and maintaining files of trustees' details as required for statutory reporting.
- Support the Principal & CEO and the Chair of the Board during trustee recruitment rounds, advertising roles, arranging formal and informal interviews with candidates.
- Schedule and manage trustee strategy days, producing and circulating agendas and coordinating room set-up and refreshments.

Administrative Support

- Plan, organise and coordinate Executive, Committee and Board meetings for the year ahead, liaising with trustees and senior staff members to agree dates and booking venues.
- Arrange internal meetings as required, organising room bookings, ordering catering, and meeting and hosting guests.
- Set up and make all arrangements for regular staff meetings, and training and development days, compiling follow-up documents and issuing staff communications.
- Set up and make all arrangements for internal staff social events, such as the Christmas and Summer parties.

MOUNTVIEW

- Maintain and develop a central filing system, appropriate databases and mailing lists for the Executive Office, including involvement in sensitive and confidential HR matters and processes.
- Provide ad hoc project support to the Executive Team, undertaking research and compiling reports as required.
- Support other internal teams such as Development, Marketing, Registry & Admissions and Student Services teams, and other academic and administrative staff, on the smooth and effective running of other internal and external events, including booking rooms, ordering catering, drafting invitations, arranging printed and display materials and managing guest lists.
- Work with the Executive Team to deliver robust stakeholder management, liaise with the Marketing and Development teams to ensure the stakeholder management system remains up to date and accurate, and assist in the organisation and management of external stakeholder meetings, launches, receptions and other special events.
- Use Microsoft 365 applications confidently to improve the efficiency and organisation of the Executive Office.

Other Duties

- Maintain the Executive office printer and stationery and consumables supply.
- Handle highly confidential information with absolute discretion, exercising sound judgement about what information may be shared, with whom and when.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

Essential

- Substantial experience working in an executive-level environment, including experience in Board administration and stakeholder engagement.
- Experience of working with Boards, and strong awareness and understanding of governance administration processes (ideally from a nonprofit/charitable perspective), including minuting skills.
- Proven expertise in managing complex senior-level diaries strategically, ensuring alignment with organisational priorities.
- Proven track record of working in a busy and demanding office environment, including experience of managing a complex and varied workload.
- Proven track record of diplomacy and working effectively with a wide range of people.

Desirable

- Experience of event organisation and stakeholder management.

Skills and Abilities

Essential

- Ability to work positively and proactively under pressure and to tight deadlines.
- Ability to take and produce minutes quickly, efficiently and accurately.
- Excellent time management and organisational skills, with ability to multitask, prioritise and problem-solve.
- Diary-management skills.

MOUNTVIEW

- Excellent written and verbal communication skills, including confident telephone manner, and ability to present well in person.
- Ability to work as part of a team and to stay motivated and use own initiative when working alone.
- Demonstrated ability to handle sensitive information confidentially.
- Ability to work flexibly, independently and take initiative with alignment to organisational priorities.
- IT-literate and highly proficient in using Microsoft Office, including Outlook, Word, Excel and Teams.

Desirable

- Ability to use new and emerging technologies including AI to streamline administrative processes.
- Working knowledge of the General Data Protection Regulation (GDPR) and Data Protection Act.
- Knowledge of company and charity administration.

Personal Qualities and Attributes

- Highly professional, trustworthy and discreet.
- Calm, adaptable and resilient when priorities change.
- Flexible and willing to support the wider organisation where required.
- Comfortable with supporting a Principal & CEO who may be frequently working remotely.
- Interest in the arts and/or education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to self-development.

TERMS AND CONDITIONS

Salary: Circa £32K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, normally 9am to 6pm Monday to Friday, with a 1 hour unpaid break each day.

Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Holiday: 28 days in the first year, including bank holidays, rising with length of service thereafter to a maximum of 38 days.

Mountview also has a paid operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

Location: This post is based at Mountview's premises in Peckham, London SE15. We reserve the right to require the post holder to work at such other place of business in Greater London as the organisation may require, or work from their own home for online delivery when necessary.

MOUNTVIEW

OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension scheme with NOW Pensions.
- Access to interest free season ticket loan upon successful completion of probation.
- Access to salary sacrifice cycle to work scheme upon successful completion of probation.
- Generous sick pay.
- Enhanced family leave upon successful completion of probation.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to an Employee Assistance Programme provided by Health Assured/Wisdom Wellbeing, offering a range of support, advice and guidance on issues relating to life, work and health.
- Access to ARAG counselling assistance, a confidential 24-hour counselling service for you and your immediate family.
- Access to TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.

RECRUITMENT PROCESS

Closing date: Tuesday 1 September at 9am.

How to apply: Please send your current CV, with a covering letter and a completed equal opportunities monitoring form, to recruitment@mountview.org.uk.

All applications will be acknowledged. Late applications will not be considered.

Equal Opportunities: We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

Mountview is committed to diversity and is an equal opportunities employer. We would particularly like to encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

MOUNTVIEW

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act 2018, and must abide by any related policies and procedures.