

## Job Description – Executive Assistant

Job Title:	Executive Assistant
Accountable to:	Chief Executive
Accountable for:	Executive support to the Executive Office
Line management:	None
Salary	Starting from £24,000.00 pa (salary commensurate with experience)

We are seeking an Executive Assistant to provide outstanding support to a busy Executive Office, one with a wide variety of business and interests. Working closely with the Chief Executive and Chairman, you will be an integral part at the heart of Future (Awards & Qualifications) Ltd.

We are looking for someone who has superb organisational skills who can uphold:

### Our Values

“We are a Visionary, Supportive, Innovative and Professional Awarding Organisation that is committed to excellence”

### Our Vision

“We envisage a place in which every learner realises their full potential”

### Our Mission

“To provide respected and valued qualifications and assessment to enable quality assured learning”

We can offer you a mix of challenges, learning and development opportunities in a dynamic and interesting environment.

### Key Accountabilities:

- Provide a range of high level personal assistant support to the Executive Office, including the coordination of travel, hotel and vehicle management arrangements (this role may require travel to accompany the CEO/Chairman at certain events).
- Provide high level Responsible/Accountable Officer secretariat support to the Chief Executive, maintaining key stakeholder relations with all four Regulators across the UK.
- Manage tasks as allocated to ensure the priorities of the Executive Office are met, liaising internally and externally with the Governing Body secretariat, executive members, senior management team, key stakeholders and clients.
- Support the Executive Office in the safe, effective and efficient delivery of its business plan.
- Compile draft reports through the acquisition of data & KPIs from key team members and submit in a timely fashion for approval.
- Work collaboratively with the Company Secretariat.
- Act as a first point of contact for the Executive Office, dealing efficiently and effectively with high level enquiries.
- Prepare meeting rooms & look after guests/visitors of the Executive Office.

- Support the Executive Office and others where required in large scale exhibiting or similar events.
- Support the Executive Office with business planning, budget and performance monitoring.
- Coordinate cross department assurances such as Health & Safety, Data Protection, Security & Identification measures and other Statutory requirements, acting as the point of contact in such areas i.e. Data Protection Manager.
- Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this post.
- Undertake administrative duties for all internal meetings chaired by the Chief Executive or Chairman.
- To support the Administration of personnel records, maintaining confidentiality and sensitive data at all times.
- Arrange and coordinate team annual personal development reviews & KPI's.
- Arrange and coordinate where necessary any remedial/disciplinary or performance review meetings, maintaining confidentiality at all times.
- To support the administration of sickness, annual or other leave entitlements of all team members, updating personnel files, maintaining confidentiality at all times. Including the production of monthly status reports to the Executive Office.
- To support the implementation of effective and efficient End-Point Assessment Organisation (EPAO) processes & procedures, supporting its growth where needed.

### **Person Specification:**

#### **Background & Experience (Essential):**

- Experience of delivering a highly organised administrative support service to an executive office in a high profile organisation.
- Commercial awareness – looks for cost improvements for the business, efficient and effective ways of working, understanding costs/revenues.
- A high level of competence in the operation of standard office information and communications technology applications including standard Microsoft Office packages including, SharePoint, advanced MS Word and Outlook and intermediate Excel and PowerPoint.
- Excellent written and verbal English.
- Highly organised, systematic with supreme efficiency and attention to detail.
- Has the ability to develop new professional relationships.
- Has the ability to troubleshoot issues before they become problematic.

- Understands the needs of others, the constraints they face and the levers to their engagement.
- Understands differences, anticipates areas of conflict and takes action where necessary.
- Fosters an environment where others feel respected.
- Identifies opportunities for joint working to minimise duplication and deliver shared goals.
- Confident, reliable and trustworthy.
- Ability to build positive working relationships and work well with colleagues and stakeholders at all levels.
- Innovative, resilient with the ability to cope in high pressure situations and tight deadlines.
- Drive to ensure duties are delivered in accordance with expectations and actions are seen through to completion.

#### **Qualifications (Desirable):**

- Executive PA Diploma or Executive Secretary Diploma or Executive Assistance Diploma or its equivalent (or be willing to undertake)
- Project Management or its equivalent (or be willing to undertake)
- Touch typing and shorthand or its equivalent (or be willing to undertake)

#### **Background & Experience (Desirable):**

- Holds relevant qualifications in Executive Support Services or Personal Assistant Services.
- Stays calm in pressurised and demanding situations.
- Responds flexibly to changing circumstances.
- Recognises when unable to cope and asks others for help.
- Demonstrates openness to changing work priorities and deadlines.
- Experience within a start-up culture.
- Experience in organising events.

