



ROLE PROFILE

Job Title: Specialist (Executive Assistant) **Department:** Business Support

Job Holder: **Date:** February 2020

1 MAIN PURPOSE OF THE ROLE

The role provides support to the Board of Directors, Chief Executive, Operating Board, and supports administration processes and procedures to ensure they are carried out effectively and efficiently. Situated at the heart of the Operating Board, they will have a genuine responsibility to identify and implement effective ways of working, and to act as a steady anchor for busy Directors.

2 SCOPE OF ROLE (Key Accountabilities)

- To provide high quality services and sustain a positive culture where appropriate;
 - Identify trends through the use of data and identify actions for continuous improvement;
 - To act as first point of contact for the Board, CEO and Directors, proactively and promptly reviewing and tracking incoming enquiries such as emails, invitations, and correspondence and responding directly, delegating to colleagues, or advising on responses to the Director. Provide clarity of outcome/actions and ensure these are followed to a resolution in a professional manner;
 - To maintain complex and often over committed short, medium and long-term diaries for the Directors, making necessary travel, meeting and other arrangements for appointments;
 - To make administrative arrangements and the planning for internal and external meetings and conferences and attend as necessary, operating a system to ensure the Director (where required) is fully briefed for meetings;
 - To provide secretariat support to the Board, Board Sub-Committees, and other key internal and external meetings;
 - To liaise with external bodies with which the Wise Group requires representation;
 - To prepare correspondence, reports, memos and presentation material as required;
 - To lead on ad-hoc projects as required;
 - Any other duties as may reasonably be required;
 - Positively represent the Wise Group at appropriate meetings, conferences and seminars;
 - Support the submission of tenders, funding applications;
 - Plan and organise tasks ensuring activities complement business plans and contractual requirements.
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3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL

- Able to demonstrate the competencies required to undertake this post;
- Educated to HND/HNC level in a related field or relevant experience;
- Excellent interpersonal, diplomatic, oral communication skills;
- Able to exercise absolute discretion and confidentiality;
- To be able to work with versatility, meeting unexpected, very tight deadlines on occasion, being able to prioritise as required and able to work autonomously;

- Strong attention to detail;
- Highly organised;
- Highly competent IT skills across standard Microsoft packages and interested in further developing IT effectiveness;
- Highly competent note-taking and typing capability;
- Experience of taking minutes and circulating papers;
- Evidence of an ability to “think outside the box” and generate and implement creative solutions;
- Experience in producing high quality professional communications, especially accurate editing and proof-reading;
- An understanding and experience of committee/meeting administration;
- Experience of managing processes and influencing effectively;
- A self-starter, capable of acting on own initiative and proactively managing competing demands and pressures and able to multi-task effectively;
- Experience of executive level administrative support.

4 ADDITIONAL REQUIREMENTS

- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, clients and colleagues;
- Role model for Equality, Diversity and Inclusiveness;
- Subject to appropriate security and background checks;
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework;
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication.