



**Job Title:** PA to CEO/ Secretary to the Board of Trustees

**Responsible to:** CEO, Chair of the Board of Trustees

**Job Purpose:**

To provide a comprehensive, confidential and professional support service to the office of the CEO and Chair of the Board of Trustees, in all aspects concerned with the efficient and successful operation of those offices.

To act as the Secretary to the Board of Trustees and all related trading companies.

**Key Accountabilities:**

1. Provide a full range of administrative and business support to the CEO, including diary management.
2. Identify, anticipate and prepare information requirements for the CEO for meetings, appointments, presentations etc. and follow up inward and outward requests for information, outstanding reports and correspondence.
3. To produce documents (including presentations, reports and spreadsheets), collating information to produce finished documents to company standards.
4. To participate in, and sometimes lead, ad hoc projects initiated by the CEO, to improve the effectiveness of the CEO's Office and its on-going performance.
5. Manage the CEO's travel arrangements including, but not limited to, ticketing and related transport needs, accommodation, expenses and any visa requirements.
6. Create and maintain office and data filing systems ensuring the effective and efficient storage and retrieval of accurate data and documents.
7. Arrange meetings as required by the CEO and Board of Trustees, prepare agendas for meetings and ensure that they and all necessary documents are sent to members of the Board and other committees in a timely and efficient manner.
8. Maintain close contact with the Chair of the Board to ensure that all matters for the Board's attention are included in the appropriate agenda.
9. Attend Board and other meetings as required to take notes of the meeting and that these notes are circulated to the appropriate people and/or placed on file as required.
10. Ensure that reports required by the Board of Trustees or the Chair are provided within a reasonable time scale.
11. Attend internal/external meetings, taking notes, transcribing and circulating as required.
12. Responsible for the CEO's incoming mail and ensuring the efficient dispatch of outgoing mail.
13. Assist with the on-going review of governance policies and procedures.
14. Support the Executive Leadership Team, including with adhoc diary management,when required.

This job description is non-exhaustive, and is subject to regular review with the post holder and amended in line with the needs of the organisation.



## **Person Specification**

### **Education and Qualifications**

#### **Essential**

Educated to degree level in Business Administration or equivalent

### **Experience**

#### **Essential**

Experience of delivering administrative support services to senior managers in a high profile and busy organisation.

Experience of effectively working under pressure and to tight deadlines and of going the extra mile to ensure deadlines are met.

High level of experience using standard office information and communication technology including Microsoft Office packages including Word, Excel, Outlook and Powerpoint.

Experience of developing professional relationships at all levels.

Experience of developing workable solutions to solve immediate work problems.

Experience of prioritising work in line with business and/or project deliverables.

### **Skills and Knowledge**

#### **Essential**

Able to be flexible and adapt positively to sustain performance when situations change, workload increases, tensions rise or priorities shift.

Able to think ahead, manage time, priorities and risk and develop structured and efficient approaches to deliver work on time and to a high standard.

Able to develop rapport and work effectively with a range of people, sharing knowledge and skills to deliver shared goals.

Able to handle confidential information with discretion, be adaptable to various competing demands and demonstrate the highest level of customer/client service.

Resilient and able to cope with stress and pressure, working additional hours when required to ensure priorities are delivered.

### **Behavioural Competencies**

Planning and organising

Delivering results and meeting customer expectations

Coping with pressure and setbacks

Relating and networking

Writing and reporting

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