

Personal Assistant Job Description

Role: Your role will be pivotal in providing an efficient and effective service to the Chief Executive and the Head of Operations.

Main Tasks and Responsibilities

Administrative and Secretarial Services

- provide administrative and secretarial support to the Chief Executive and the Head of Operations
- provide word processing and photocopying services to the Chief Executive and the Head of Operations as required
- draft letters, emails and prepare presentation documents as required by the Chief Executive and the Head of Operations. Deal with Chief Executive's email account and inbox, answer emails where appropriate
- dictation of letters/correspondence and audio typing
- deal with Chief Executive's incoming telephone calls and resolving queries/transferring calls as necessary
- take accurate and concise minutes at team meetings, when requested
- carry out filing as requested by the Chief Executive and Head of Operations
- organise stationery, housekeeping and provide reception duties as requested
- attend meetings as required by the Chief Executive and Head of Operations
- prepare and draft responses to correspondence in a timely manner
- desktop research into 'best practices'
- works on own initiative to research background information, collect and collate complex information into reports from a variety of sources (internal and external) to produce briefings and other documents in an accurate and timely manner

Diary Management

- plan, organise and effectively manage the Chief Executive's daily schedule as required. Prepare itineraries, organise travel, accommodation and related arrangements for Chief Executive as required. Duties include arranging tickets and hotel bookings
- arrange meetings, internal and external, as required by the Chief Executive and the Head of Operations. Book adequate meeting rooms and ensure that refreshments are provided. Support the Head of Operations with diary management as requested
- maintain up-to-date contacts and calendar in Outlook for self, Chief Executive and Head of Operation and HMDT's CRM

Governance

- ensure Board Members have appropriate papers for meetings
- preparation of agendas, reports and minutes for Board meeting, Council meetings and the Annual General Meeting, including provision of notifications for formal meetings such as the AGM
- provide other governance support as directed by the CEO, including minute taking.

Finance and Resources

- maintain schedule of petty cash expenditure, expenses and receipts for Chief Executive
- administration and reconciliation of HMDT credit cards
- support the Head of Operations with resource distribution and finance administration

Other duties

- develops and maintains effective information management systems (e.g. hard copy and electronic filing systems, databases, records of actions and decisions)
- assist with any office management including orders and deliveries
- assist with any event administration including bookings, invitations and responses
- provision of back-up cover/holiday support to ensure the effective running of the office

General

- ensure that all activities for which this post is responsible are carried out in accordance with HMDT's policies, to the highest ethical standards and in accordance with legal requirements, best practice and external guidelines, including maintaining confidentiality at all times and avoiding conflict of interest
- support the Head of Operations in delivering the Volunteer and Intern Programme
- liaison with high-profile clients maintaining strict confidentiality at all times

What does success look like in this job?

- the Chief Executive and the Head of Operation's work is effectively supported with the appropriate service, systems and processes to maintain high standards and facilitate monitoring and reporting on work undertaken.
- the provision of prompt, courteous and professional service
- the administrative systems required for the smooth functioning of the HMDT's office are operating to a high standard

Contract:

Fixed term contract to 31 May 2013

Salary:

£25,000 – £30,000 (including London weighting and dependent on experience)

Hours:

This is a full time post. There will be a probationary period for this post of three months. The working week comprises a total of 35 hours. Office hours are 9am-5pm, Monday to Friday. Occasional extra hours, which may fall on evenings or at weekends, will be necessary, for which time off in lieu may be granted.

Annual leave: 25 days per annum and statutory and national public holidays.

Personal Assistant Person Specification

Criteria	Essential/ Desirable	Shortlist/ Interview
Knowledge advanced knowledge of Microsoft Word, Excel, PowerPoint, databases, electronic diary management and audio-visual equipment	E	S/I
Skills Accurate typing (at least 50wpm) and competent audio typing abilities Excellent interpersonal skills, good telephone manner, calm approach Ability to plan, organise and carry out own work independently and with minimal supervision and adapt solutions to meet situational needs Communicate with others courteously on routine matters Disciplined and organised, even under pressure and able to work on several activities at the same time and meet deadlines Implement changes to ways of working and systems to improve efficiency, as well as ability to adhere to established processes Write clearly, with correct grammar and punctuation Accuracy and attention to detail Ability to communicate effectively at all levels of the organisation and externally	E E E E E E E E E	S S/I S/I I S/I S/I S S S/I
Experience Experience of developing and maintaining administrative systems, on paper and IT Capable of handling confidential information At least two years' experience as a Personal Assistant to a senior manager Experience of working as part of a team	E E E D	S/I S S S/I
Qualifications Certificates in any Microsoft Office packages	D	S
Qualities Adapts to change and respond positively to new challenges Interest in Human Rights General An understanding of and commitment to Equal Opportunities Ability to work unsocial hours	E D E E	I S S/I S