



Executive Assistant

Job Description and Person Specification

Summary

Job Title	Executive Assistant
Service Area:	Business and Finance
Job Level:	Team Member
Reports to:	Chief Executive Officer
Peer Group:	Leadership Team
Base Location:	Cardiff
Flexibility:	Hybrid: 60% office-based/client-facing, 40% flexible/work from home
Language Skills:	Proficiency in Welsh and English required

Your Purpose

You play a crucial role in supporting our Chief Executive and Leadership Team to achieve their day-to-day tasks and to lead the organisation effectively. You'll occasionally assist the Chair of the Board and Non-Executive Directors. You're accountable for a broad range of high-level administrative tasks including: executive communication, handling of corporate documents, keeping accurate records of meetings, and arranging large-scale company events.

In this role, you are empowered to:

- Work directly with the Chief Executive, Leadership Team and colleagues.
- Work with the Chair of the Board, Non-Executive Directors and independent advisors.
- Organise and manage the Chief Executive's schedule, correspondence and travel.
- Organise, prepare and manage office systems and corporate documents.
- Maintain the highest ethical standards in your work, including strict confidentiality.
- Be part of an inclusive, safe, well-managed and appropriately governed business.

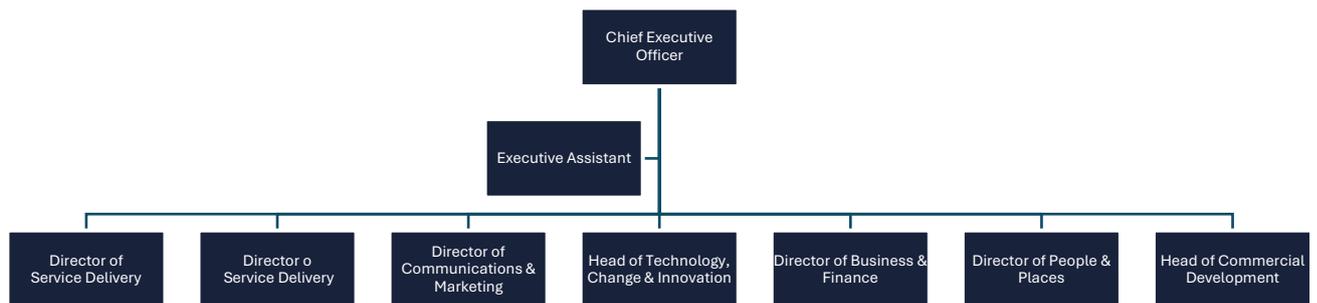
You're a master of organisation and diplomacy

You serve as a visible representative of the Company and work directly with high-level colleagues, stakeholders and partners. You're an integral and valuable part of our organisation because you're self-motivated, brilliant at multi-tasking, happiest when organising yourself and others, and masterful when it comes to communicating with tact and diplomacy.



How your role fits within the team

Your role is part of the Leadership Team and you report to the Chief Executive. You won't manage colleagues directly; however, you'll communicate instructions and follow-up with requests for progress updates on behalf of the Chief Executive and Leadership Team.



Your Portfolio

You are mainly responsible for supporting the Chief Executive and Leadership Team to achieve their day-to-day priorities. You may be asked to undertake project work commensurate with your knowledge, skills and experience.



Your primary duties and responsibilities

As a support to the Chief Executive and Leadership Team, you can expect a great deal of responsibility and opportunities to use your initiative. The nature of our business means our portfolio of projects and programmes are constantly changing and adapting. Accordingly, this list of duties is not exhaustive and is likely to evolve.

Work directly with the Chief Executive, Leadership Team and colleagues

- Provide visible and consistent service to the Leadership Team – principally a high quality and supportive range of high-level administrative services.
- Deliver a high standard customer service, both internally and externally – acting as a representative for the Chief Executive and as an ambassador of the organisation
- Offer a warm and welcoming service, triage requests, and confidently redirect low-level and/or misdirected queries to more appropriate colleagues.
- Undertake projects across the organisation as directed by the Chief Executive.

Work with the Chair of the Board, Non-Executive Directors and independent advisors

- Liaise with the Chair of the Board and Chief Executive to create and maintain an annual calendar of Board, Sub-Committee and Leadership meetings, notifying relevant attendees and guests of the dates and managing responses/queries.
- Arrange Board and Leadership Team meetings by confirming venues, arranging refreshments, circulating papers in advance and tracking attendance.
- Keep accurate records of Board and Leadership Team meetings, decisions made, matters arising, etc. – circulate documents to appropriate colleagues promptly.

Organise and manage the Chief Executive's schedule, correspondence and travel

- Organise and manage the Chief Executive's emails and letters by sifting and filtering inbound emails, responding where appropriate, prioritising emails for review, and delegating/forwarding emails to members of the Leadership Team (or other colleagues) for their action – this may include liaising with colleagues for relevant information and following-up requests.
- Organise and manage the Chief Executive's calendar by handling ad hoc and recurring meetings, appropriately responding to media requests, arranging travel, prioritising business critical activity, and managing conflicting requests for their time.
- Organise and manage travel and events by booking hire cars, public transport, overnight accommodation, meeting rooms, etc., within your delegated authority.

Organise, prepare and manage office systems and corporate documents

- Manage the day-to-day operations and administrative functions of the office.
- Organise and compile corporate documents, such as annual reports, liaising with colleagues and partners where information and content is required.
- Work with our in-house designers and Marketing colleagues to ensure corporate documents and reports comply with brand and content guidelines.



- Undertake multiple tasks and assignments simultaneously, update task/project trackers with progress, and organise and manage documents logically and securely.

Maintain the highest ethical standards in your work, including strict confidentiality

- Demonstrate the highest standards of trust and confidentiality in your dealings with colleagues, clients, partners and stakeholders.
- Maintain strict and unwavering confidentiality – primarily in your dealings with/on behalf of the Chief Executive, but also about the commercially sensitive and often privileged information you will see and hear.
- Respect the boundaries and limits of your autonomy when managing the Chief Executive’s calendar, correspondence and travel.
- Take care not to overload or overburden colleagues with requests on behalf of the Chair of the Board, Non-Executive Directors, Chief Executive or Leadership Team.

Be part of an inclusive, safe, well-managed and appropriately governed business

- Demonstrate an inclusive and equitable approach to your work.
- Proactively contribute at Leadership Team meetings.
- Support the Leadership Team to anticipate, identify, manage, and mitigate risks and issues across the organisation – highlighting concerns to relevant colleagues.
- Act as a central point of contact, coordinator and record keeper in specific business continuity plans and emergency response procedures.



Person Specification

You'll need to demonstrate and apply the following essential skills, experience and knowledge to be successful in this role.

Essential skills and experience

Gained through a combination of on-job experience and professional development, the core skills and experience requirements for the role include:

- Exceptional written and verbal communication skills – particularly phone and email etiquette, and strong attention to detail when proofing and checking documents.
- A successful track record as an Executive or Personal Assistant, including specific experience of providing administrative support to senior leaders in a multi-site organisation of equivalent size or larger.
- Diligent, firm, and a role model of high ethical standards; paired with strong organisational skills and the ability to deliver a warm and welcoming service.
- The ability to organise and manage calendars – confident to handle meeting requests, work schedules and travel, without overloading or overburdening the senior team.
- A commitment to high quality customer service, both internally and externally – acting as a representative for the Chief Executive and as an ambassador of the organisation
- Evidence of applying the highest standards of trust and confidentiality.
- Demonstrates the capacity to simultaneously manage multiple tasks and assignments, agreeing and meeting deadlines, setting milestones and prioritising tasks.
- Appreciation and understanding of the dynamics of working in a complex, political environment (including both devolved and centralised policy).

Essential knowledge

Gained through a combination of professional qualifications and/or significant experience in related services, the core knowledge requirements for the role include:

- Solid knowledge of the range of administrative tools and techniques, software and systems – including a related qualification at A-Level/Level 3 (or equivalent experience).
- Theoretical and practical application of tools, systems and software – with the aim of delivering a 'best-in-class' administrative service to colleagues and clients.
- In-depth understanding of time management and organisational techniques to support executives and improve effectiveness of our whole organisation.
- A good understanding of stakeholder expectations and ways of working in government-sponsored and public services, contract and project management.



Your language proficiency

We deliver services in both Welsh and English, internally and externally. The level of skill and fluency required for your role is set out below using the Common European Framework of Reference for Languages (CEFR) levels.

Welsh language proficiency in the workplace	Essential	Desirable
Listening and reading – your understanding	C1	C2
Spoken and written – your own work	C1	C2
Spoken and written – interacting with others	C1	C2
Interpretation and translation – conveying sense and meaning	C1	C2

English language proficiency in the workplace	Essential	Desirable
Listening and reading – your understanding	C1	C2
Spoken and written – your own work	C1	C2
Spoken and written – interacting with others	C1	C2
Mediation – conveying sense and meaning	C1	C2

Key:

- C1 – Advanced (IELTS 7-8, WJEC Proficient)
- C2 – Mastery (IELTS 8-9)