

# PERSONAL ASSISTANT

## JOB DESCRIPTION AND PERSON SPECIFICATION

# 1. Job details

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Job title: Personal Assistant

Responsible to: Executive Office Manager

Team: Executive office

Role: Part-time: 17.5 hour per week (Tuesday/ Friday / ½ day Thursday) 1-year fixed term contract.

Grade: E

# 2. Job purpose

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To provide administrative support to the executive office team, with a focus on supporting efficient and effective planning and processes and associated projects.

# 3. Dimensions

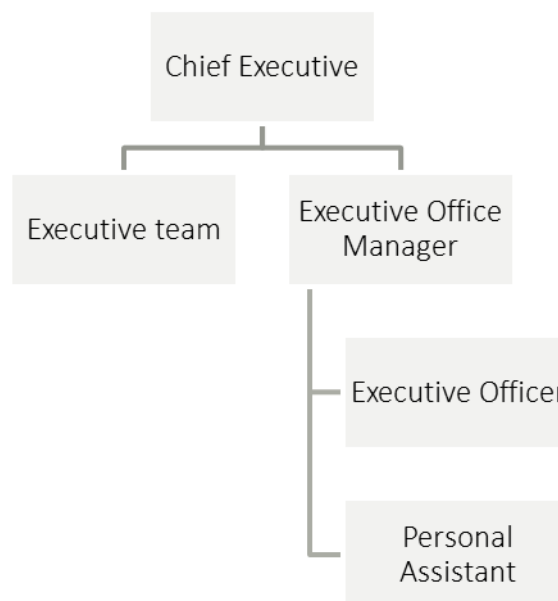
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Supports a busy executive team, this includes: our chief executive officer, four directors, executive office manager and executive officer.

Responsible for the efficient and accurate performance of a range of executive office administrative tasks.

# 4. Organisation chart

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## 5. Main accountabilities of the post

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Support the executive officer to manage diaries for the executive team, including:

- scheduling meetings and managing internal and external colleagues' expectations.
- liaising with staff and external contacts in order to schedule meetings.
- organise meetings to include compilation of agendas, circulating papers and producing notes.

Provide administrative support to the executive team as required, including:

- booking travel and sourcing meeting venues, catering arrangements etc
- providing admin support to steering groups and projects as and when required. This includes note taking and collation and maintenance of actions and decisions log
- raising and processing purchase orders and expenses
- support an inclusive culture at NCVO, that values diversity.

## 6. Work context

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This role will support the executive office manager to provide an effective service to both the chief executive and the executive team to ensure they have the support they need to perform their roles.

## 7. Autonomy and decision making

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The post holder is expected to make independent decisions in relation to day-to-day administration matters.

Works openly and in collaboration with colleagues across the organisation.

## 8. Communications

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The post holder communicates both internally and externally with a wide range of people and organisations.

### Internal

Works extensively across the organisation, at all levels.

### External

Liaises with a range of suppliers and stakeholders.

## 9. Main areas of difficulty

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The post holder must balance a very high number of competing tasks, many of them with very short notice and tight deadlines.

The post holder needs to be extremely well organised, anticipating and mitigating upcoming deadlines and always ensure they are planned a long way in advance.

All tasks undertaken by the role require very high levels of accuracy and attention to detail. This requires high levels of focus, attention to detail, a conscientious attitude, and highly developed systems for predicting and minimising errors.

## 10. Essential knowledge and skills required

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### Knowledge

- Training or equivalent experience in a personal assistant or team administrative role.

### Skills

- Excellent time management and self-organisation skills.
- Accuracy and speed with a very high attention to detail.
- Strong interpersonal skills and the ability to work with colleagues at all levels.
- Manage own workload and meet tight deadlines, often under pressure.
- Diplomatic, develops and maintains good working relationships.

### Experience

- Working for a busy team managing a heavy administrative workload.
- Experience of using Microsoft Teams for collaboration and communication.
- Active commitment to equity, diversity and inclusion.

## 11. General information

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The post holder will adhere at all times to NCVO's policies on:

- equal opportunities
- diversity and dignity at work

- health and safety
- confidentiality
- no smoking
- environment and sustainability.