

## Job Description – Executive Assistant

Department	Executive Secretaries
Grade	10
Reporting to	EA Team Manager
Direct reports	No
WTW Code	AAS042 P1 9

### Job Purpose

- To competently and professionally support the Executive team to contribute to the achievement of business goals
- To drive achievement of deadlines and goals
- To positively represent MIB to customers
- To provide flexible support to the Executive team across MIB sites in Milton Keynes and London. Travel to London will be in accordance with business requirements.
- To act as 'gatekeeper' to the Executive team
- Efficient and effective admin support to ensure the smooth running of a seamless EA service

### Key accountabilities

- Inbox management
  - Prioritising and action of emails
  - Appropriate filing of emails
  - Drafting responses on behalf of Executive
  - Proactively picking up requests for meetings
- Diary management
  - Ensuring diaries are planned appropriately
  - Booking desks across sites to ensure available working space
  - Confirming meeting arrangements (including venues/teleconferencing information)
  - Effective and proactive Committee support
    - Management of timelines for Boards/Committees (agenda setting, collation of papers, scheduling review time, distributing papers)
    - Ensuring the Executive has appropriate preparatory time to draft/review papers, and is made aware of deadlines

### Key accountabilities

- Attending meetings and Minute taking, as required (to include directorate and enterprise-wide meetings).
- Event/Conference support
  - Event logistics – arranging venue/invites & attending to facilitate
  - Managing logistics around conference attendance/ presentations, including sourcing required information from business owners
- Facilitating and attending team meetings/planning days
- GDPR
  - Ensuring information stored for ExCo member is audited and deleted/stored according to data protection parameters (both electronically and in off-site hard copy storage)
- Administration
  - Booking international & UK travel/accommodation either directly or through external travel management provider.
  - Managing subscriptions
  - Drafting regular expense submissions
  - Involvement with ad hoc projects
- Continuous Improvement
  - Review and challenge working processes to contribute to the improvement of support provided to the Executive team and the wider business
  - Sharing best practice with peers
  - Updating the centralised team process manual to ensure knowledge is kept up to date
- Arranging and leading regular update meetings with ExCo member
- Ensuring monthly 1:1s are diarised
- Owning review of performance
- Mindful at all times of where further value can be added
- Understanding of leadership challenges and approaches within a complex organisation
- To have and display excellent, professional, working relationships at all levels
- To be clearly recognised as someone who displays a positive attitude to the Bureau, its management and the Business rules to which they adhere

### Role requirements

- Previous experience working at Director/Senior Manager level in an EA/PA capacity
- Educated to degree level or equivalent experience
- “Can do” attitude, willingness to develop new skills in accordance with business requirements and can make sound judgements
- Excellent communication and influencing skills
- Ability to efficiently and effectively prioritise tasks with a strong attention to detail
- Self-reliant, motivated and able to work on own initiative, whilst meeting varied and time specific deadlines
- The ability to deal with sensitive information appropriately and show tact and discretion at all times
- Credible and influential that can operate in a matrix environment and deliver at pace
- High level of computer literacy, including a comprehensive understanding of Microsoft Outlook, Word, Excel, Access and PowerPoint