



Role Profile

Role Title	EA to CEO
Business group and team	Chief of Staff Group, CEO Private Office
Job Purpose Overview	<p>The Chief Executive Officer (CEO's) Office is part of the Chief of Staff team, which also includes the Internal Communications and Corporate Projects team. The CEO's office works to facilitate and maximise the impact of the CEO's work on the people and performance of the organisation, as well as being responsible for leading FCDO Services Corporate Governance policies and providing secretariat support for the FCDO Services Board and Strategy and Corporate Committee (SCC).</p> <p>You will provide efficient and effective support to the Chief Executive, liaising with a broad set of internal and external stakeholders. You will manage the CEO's diary, leading on briefing requirements and logistics. Through your excellent organisational skills, you will ensure the best use of the CEO's time, balancing effectively competing demands and accurately and quickly judge changing priorities.</p> <p>You will play an essential role in ensuring the CEO is engaged with the organisation, the FCDO, wider HMG and external customers at the right time and in the right way. You will provide the full range of organisational and administrative support to the CEO, ensuring the smooth and effective running and prioritisation of the CEO's workflow, diary, travel and budget. You will also build a close relationship with the CEO, learning his preferred working styles, anticipating his questions, and responding to feedback.</p> <p>Through your excellent communication and people skills, you will build and maintain relationships that ensures the CEO is able to get things done when he needs to. You will develop and maintain your own network of contacts in support of this.</p> <p>You will also have the opportunity to lead on planning VIP visits to Hanslope Park; organise and accompany the CEO on his overseas and domestic visits (shared with other team members) and provide secretariat to the CoS Team meetings.</p> <p>The CEO's Office is busy and fast paced; you will need to work closely alongside the Business Support Officer, Assistant Private Secretary and Private Secretary to ensure the team are working effectively and demonstrate flexibility and enthusiasm when plans change. You will need to have a flexible and enthusiastic approach to work on issues across the CoS Directorate and show a positive approach to adapting to change. You will be expected to model FCDO Services values and behaviours.</p>

Organisational position	<p>The CEO Office supports the CEO in London and Hanslope Park, as well as the opportunity to travel abroad, you will need to travel frequently to our offices in each of our UK locations.</p> <p><i>Insert organisational chart or give brief description of where the role sits in the organisation. (To comply with our security rules, only provide the name of the job).</i></p> <pre> graph TD CS[Chief of Staff & Director of Communications] HCP[Head of Corporate Projects] HCC[Head of Corporate Communications] PS[Private Secretary] MCM[Marketing Comms Manager] PRCCM[Public Relations & Corporate Comms Manager] ICM[Internal Comms Manager] DSM[Design Standards Manager] WCO[Website and Communications Officer] CCO1[Corporate Communications Officer] CCO2[Corporate Communications Officer] CCO3[Corporate Communications Officer] CCO4[Corporate Communications Officer] PRCA[Public Relations Apprentice] APS[Assistant Private Secretary] EA[Executive Assistant] BSO[Business Support Officer] CS -.-> HCP CS -.-> HCC CS -.-> PS HCC -.-> MCM HCC -.-> PRCCM HCC -.-> ICM MCM -.-> DSM MCM -.-> WCO PRCCM -.-> CCO1 PRCCM -.-> PRCA ICM -.-> CCO2 ICM -.-> CCO3 ICM -.-> CCO4 PS -.-> APS PS -.-> EA PS -.-> BSO </pre>
--------------------------------	--

Date Updated	02/04/2024		Updated By	Laura Walsh	
Current / Applied Grade	B3	Job evaluation date		Confirmed grade	
Level of Security Clearance	SC DV	SC/DV	SC		

JOB SPONSIBILITIES

Main responsibilities, focusing on the required outputs:

In this role you will be responsible for:

- Providing high quality EA support to the CEO:** You will help to facilitate the successful organisation and running of FCDO Services. You will build a close working relationship with the CEO, learning his preferred working styles, anticipating questions, and responding to feedback.
- Strategic management of the CEO's diary:** You will proactively and strategically manage the CEO's time, assessing the priority of appointments and meeting requests, planning ahead to avoid overlaps and delegating as necessary. You will provide support for meetings such as preparing agendas; collating briefings; booking meeting rooms and ensuring adequate logistics are in place. You will think strategically and make recommendations on how the CEO best uses his time and be responsive to changing priorities. You will support the Assistant Private Secretary on planning the CEO's annual travel calendar and be responsible for facilitating all UK travel for the CEO, including liaising with the travel team on logistical arrangements.
- Leading on briefing for the CEO:** You will ensure the CEO is properly and adequately briefed for meetings. You will develop an understanding of the complexities and sensitivities of projects and relationships and plan ahead to avoid last minute requests. You will collaborate with colleagues to ensure briefings are of a high standard and well written, supplementing with additional advice or information where appropriate. You will quality check briefings and ensure the CEO has a comprehensive daily briefing pack.

- **Provide administrative support to the CEO:** You will be responsible for ensuring the CEO's Hera account is managed effectively including handle all CEO expenses. You will support the CEO in the management of his direct reports, including annual leave requests and performance reviews. You will also support the Private Office team and the wider organisation by ensuring the CEO completes all ad-hoc actions that are escalated to him for approval in a timely manner, including but not limited to SSJ's, Working at Risk forms and Authority to Hire forms. You will only escalate issues to the CEO what they need to see, working with other Private Office colleagues to take action on matters that can be handled directly.
- **Inbox management:** You will monitor and sort written correspondence and emails for the CEO, prioritising, annotating and forwarding where necessary. You will highlight and flag emails that require action to be taken and lead on meeting requests and diary appointments.
- **Organising VIP visitor programmes and events:** You will provide support to the Private Secretary in arranging VIP visits to Hanslope Park, with the opportunity to take the lead with experience. You will work with internal and external stakeholders to develop comprehensive programmes to showcase the work of FCDO Services, arrange meeting rooms, refreshments, transportation and adhering to security policy.
- **Building Relationships:** You will work with a variety of contacts, including other Private Offices in the FCDO, Whitehall and the Five Eyes community and internal and external stakeholders. You will be responsible for the co-ordination and management of the CEO's directory of stakeholders, ensuring you have the right contacts to be able to set up meetings, often at short notice. You will provide a professional interface between the CEO Office and our customers and stakeholders, dealing with senior level enquiries professionally, using initiative and knowledge to make decisions and providing answers within the limits of authority, or re-directing as appropriate. You will interact with wider teams in FCDO Services, especially the EA community, to understand and contribute to shared goals, share best practice, and promote understanding of the Chief of Staff team's aims and objectives as a business enabler.
- **Chief of Staff Support:** You will work closely with the CoS team to provide operational support for the rest of the directorate when required. You will provide secretariat support for the monthly CoS Team meeting, arranging meetings, agendas, manage the action log, forward look and take minutes. You may also be responsible for coordinating the financial reporting for the Chief of Staff directorate on a monthly basis, ensuring the Chief of Staff is alerted to any anomalies and deadlines are met. You will also be one of the Training Liaison Officers and Business Continuity Support for the CoS team.
- **Overseas Travel/ Visits:** You will have the opportunity to plan and accompany the CEO on an overseas visit, ensuring logistics (accommodation, visas, security, schedules) are watertight, briefing is in place, and liaising with senior stakeholders across the diplomatic platform to develop a comprehensive programme. You will provide continuity of Private Office support whilst travelling, being able to respond to changing situations, understanding the nuance of sensitive relationships, and able to verbally brief the CEO on-the-go, ensuring write-ups and actions from meetings are relayed in an accurate and timely manner and pursuing the implementation of those actions.
- **Ad-hoc projects for the CEO and Chief of Staff:** You may be asked to undertake or support ad-hoc projects and work for the CEO and CoS, which may include, but not be limited to, providing a secretariat function to meetings across the organisation, planning of corporate away days, and provide EA support for other Directors during absences.
- **Corporate Responsibilities:** You will be the team Business Continuity Champion.

- **Frequent travel will be required between London and Milton Keynes.**

KNOWLEDGE AND KEY SKILLS

Essential:

- Experience in an EA, administrative role or similar supporting a senior principal
- Strong communication skills – written and verbal.
- Highly organised, with excellent time management, attention to detail and ability to apply project management principals
- Good judgement, tact and diplomatic skills – ability to deliver difficult messages and maintain the confidence of colleagues at all levels, handling sensitive information with discretion and confidentiality
- Ability to stay calm under pressure, and flex priorities and prioritise work effectively to meet tight deadlines under minimal supervision
- Understanding of and ability to provide high levels of customer service to internal and external stakeholders
- Proficiency with Microsoft Office, PowerPoint and Excel

Desirable:

- Project Management
- Experience working in or with governments or arm's length bodies
- Confidence working with senior officials, and the ability to 'manage upwards'
- Providing a secretariat support to meetings, Board or Committees
- Ability to proof read, summarise and communicate complex information

CORE BEHAVIOURS

Top three for job:

- Delivering at Pace
- Managing a Quality Service
- Communicating and Influencing

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- **Providing high quality EA support to the CEO** building a close working relationship with the CEO, learning his preferred working styles, anticipating questions, and responding to feedback.
- **Strategic management of the CEO's diary** planned in collaboration with the CEO, with the CEO and CEO Office clear on what all meetings are for, with clear agendas and logistics in place with no clashes, with cover arranged as required. The diary is planned and organised 4 weeks in advance at a minimum and meeting requests from stakeholders are responded to within 48hrs. Being responsive to changing priorities and stakeholder requests showcasing excellence in customer service.
- **Ensuring the CEO is briefed for meetings**, managing time scales effectively to commission, receive and clear briefings ahead of the meeting and proof reading submissions to ensure briefings are of a high standard. Providing the CEO with a comprehensive daily briefing pack.
- **Providing administrative support to the CEO** with the management of the CEO's Hera account, processing of expenses and providing support in the management of his direct reports by monitoring annual leave requests, scheduling performance reviews and objective setting and by ensuring the CEO completes all ad-hoc actions that are escalated to him for approval in a timely manner.

Budget Responsibility?

If YES, how much:

If NO can they authorise payments?

OFFICIAL

N	£ per annum	Y / N
Reports to: (Role Title and Grade)	Private Secretary and Head of Secretariat D6	
Direct Reports: (Number and grades of staff)	N/A	