



FCDO Services

Job Description

Role Title	Executive Assistant		
Business group	Chief of Operations (Operational Business Units)		
Job Family	Business Management and Support		
Job Purpose	To provide an efficient and effective support service to an Executive Director within the Chief of Operations portfolio, member of the executive team		
Org Chart	<pre>graph TD; UKNACE[Head of UK NACE] --> COO[COO]; COO --> EOD[Director of E&O]; COO --> TDO[Director of T&O]; COO --> DRS[Direction of Regional Services]; COO --> DLO[Director of Logistics Operations]; COO --> BM[Business Manager]; COO --> EA_COO[Executive Assistant B3]; EOD --> HEOO[Head of E&O Office C4]; EOD --> EA_EO[Executive Assistant B3]; TDO --> EA_TO[Executive Assistant B3]; DRS --> EA_RS[Executive Assistant B3]; DLO --> EA_LO[Executive Assistant B3];</pre>		
Date Updated	30 Oct 2023	Grade	B3

KEY ACCOUNTABILITIES

Director Support

- Provide exceptional internal customer service by being responsive to requests from a variety of stakeholders and assessing importance against backdrop of other activity such as the director's objectives, responsibilities or operational delivery.
- Diary management - Manage and control the Director's diary, including arranging meetings to avoid clashes, prioritising and delegating appointments to make best use of available time, and providing appropriate desk time and wellbeing breaks.
- Providing forward look to the Director and preparing them for key engagements (ensuing papers and briefing are available)
- Prioritise and organise the Directors tasks within time constraints and performance standards.
- Support the Directors in all aspects of the role, including the management and co-ordination of workload during the Directors absence.

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- Inbox management - Monitor and sort written correspondence and emails for the Director, prioritising, annotating and forwarding where necessary.
- Answer and, where necessary, respond to all communications within limits of authority. Field general enquiries to the appropriate manager for response, observing confidentiality at all times.
- Keep abreast of departmental deadlines, progress chasing, collating responses etc and acting as intermediary for passing messages.
- Highlight important/urgent issues for immediate action by others, ensuring that responses and written communications are made within timeframes, using the appropriate format.
- Act as liaison officer for the Director and their senior managers, collecting and disseminating information; collating reports, assigning tasks and organising staff cover arrangements when necessary.
- Produce a detailed monthly update for the Director showing current status of strategy objectives
- Draft routine correspondence on the Directors behalf and prepare letters / documents from dictation or handwritten notes. Respond to correspondence without the Directors input where appropriate.
- Secretariat Management - Work closely with other EAs and the CEO's Private Office to align on Corporate and Board support, including delivering high quality support to Boards including minute taking, forward look management and commissioning and quality checking board papers
- Complete and check all staff expense claims prior to the Directors authorisation.
- Leading on own projects which support Director objectives

Business Unit support

- Maintain the directory of customer and other contact information and appropriate paper and electronic filing systems, ensuring ease of reference and compliance with access permissions and data protection guidance.
- Organise programmes and events, arranging provision of accommodation, refreshments and observing security requirements, working with external suppliers where necessary.
- Research and gather information for briefing purposes, and undertake ad-hoc research using internal and external information sources (including the internet)
- Compile workforce planning and Operations Committee packs in report format using Excel and/or PowerPoint.
- Reformat documents that contain a shared contribution from staff to ensure consistent presentation.
- Provide administrative support to other members of the COOs Senior Leadership Team as required.
- Organise travel arrangements for the Director and other staff in the UK.
- Raise purchase orders in HERA for own Business Unit and in support of wider organisational requirements
- Monitor the allocation of the annual budget for the Cash Recognition Award scheme.
- Monitor and organise Non-Cash Recognition Awards.
- Monitor and control stocks of office consumables for own Business Unit, liaising with other EAs to share surplus stock and order new stocks with a view to deliver value for money and minimise waste.
- Arrange the purchase of stationery, refreshment supplies and ad hoc items and act as a liaison point for external suppliers. Raise purchase requisitions and ensure these are approved/signed for at the appropriate managerial level and in accordance with procedures and instructions.
- Support H&S audits and sub-committees, taking ownership of actions within scope
- Acting as departmental Business Continuity Champion and supporting Bronze Lead.

Corporate duties and professional development

- Identify areas where there is scope for improvement to working practices, implementing these improvements where within scope of the role.
- Interact with wider business teams to understand and contribute to shared goals and promote own Business Unit

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- Assist Workforce Strategy team on office accommodation and storage issues, including the requisition of furniture and equipment, archiving and the removal of confidential waste
- Engage positively with the appraisal process and identify and collect evidence of the achievement of objectives and demonstration of competencies.
- Undertake relevant training to become familiar with the principles of project management best practice.
- Ensure understanding of, and compliance with, all FCOS employment policies, rules and procedures.
- Flagging practices which impact compliance of policies and FCDO Services reputation

Authority and Scope

- Work as directed, without close supervision
- Act in the name of the Director and their Business Unit when seeking information/responses/data etc.
- Produce highly accurate documents in line with templates and quality requirements e.g. presentations, minutes, reports and technical documents
- Ensure compliance with FCDO Services policies, standards and governance arrangements

Internal and External Communications

- Be the first point of call for customers and internal stakeholders needing Director decision, input or engagement
- Widespread interaction across FCDO Services business areas to give and clarify information, progress matters and manage day to day relationships, including with senior managers, Directors, other Executive Assistants/PAs/, and other stakeholders
- External –Variety of officers at different grades across government to gather information, make arrangements and coordinate activities

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Essential:

- Experience in working with customers or stakeholders
- Ability to working to deadlines without direct supervision
- Excellent written and oral communication skills – including building relationships and communicating remotely
- Experience of minute-taking
- Positive and proactive attitude
- Strong interpersonal skills
- Attention to detail Ability to deliver results under pressure and respond to changing priorities.
- Ability to influence stakeholders to deliver results
- Ability to use a variety of formats to present data and information clearly.
- Tact, confidentiality and discretion
- Experience of using Microsoft Office Suite

Desirable:

- Previous experience as an EA or PA
- Experience of providing secretariat support to boards
- Some understanding of financial data
- Previous experience as an EA or PA

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- Basic understanding of project management tools and techniques
- Understanding of FCDO Services business area
- Planning overseas trips for Senior Leaders
- Experience of government or other large organisations
- Experience of requisitioning via an ORACLE system
- Experience of analysing data and providing recommendations for best course of action
- Basic understanding of project management tools and techniques
- Understanding of FCDO Services business areas

CIVIL SERVICE BEHAVIOURS

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

SUCCESS INDICATORS

See supplementary role information

Budget and Authority	None
Reports to: (Role Title and Grade)	To be Agreed
Direct Reports: (Number and grades of staff)	None