



Role Profile

Role Title	Executive Assistant				
Business group and team	Global Government Partnering				
Job Purpose Overview	<ul style="list-style-type: none">• To provide an efficient and effective administrative support service to the Customer Relationships Director, working within the Customer Relationships team.• To ensure the smooth running of the service and enabling the Customer Relationships Director and Senior Management Team to prioritise and meet their objectives.• In addition, the post-holder will undertake ad-hoc projects assigned by the Customer Relationships Director to support the delivery of objectives which are commensurate with the overall scope and purpose of the role.				
Organisational position	<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> Reporting directly to the Customer Relationships Director				
Date Updated	16/11/2020		Updated By	NC	
Current / Applied Grade	B3	Job evaluation date	Nov 20	Confirmed grade	B3
Level of Security Clearance	SC DV	Yes			

JOB RESPONSIBILITIES

Main responsibilities, focusing on the required outputs:

- Prioritise and organise own tasks within time constraints and performance standards
- Support the Customer Relationships Office with administrative support including maintaining 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 and supporting programmes and events
- Managing the email accounts of the Customer Relationships Director and other senior colleagues (as required), dealing with emails directly where appropriate to do so, flagging and prioritising emails for the Customer Relationships Director to read and or action
- Deal promptly, constructively and effectively with stakeholders and staff, often at senior levels, to present a professional, confident and positive image of the organisation
- Build a close working relationship with offices of FCDO Services' Directors as well as FCDO senior staff and key contacts within our wider market customers
- Working for the Head of COO Office to monitor and sort written correspondence and e-mails for Chief Operating Officer prioritising, annotating and forwarding as necessary
- Answer and where necessary respond to all communications within limits of authority. Field general Customer Relationships enquiries to appropriate manager for response, observing confidentiality at all times
- Review all requests for approvals submitted to the Customer Relationships Director for accuracy and content prior to submission to the Customer Relationships Director for approval
- Highlight important/urgent issues for immediate action by others ensuring that responses and written communications are made within required timeframes, using the appropriate format
- Support the Customer Relationships Director in all aspects of the role, including the management and co-ordination of workload during the Customer Relationships Director's absence.
- Research and gather information for briefing purposes and undertake ad-hoc research using internal and external information sources including the internet, reformatting of documents that contain a shared contribution from staff to show consistent presentation and format
- Work with the Customer Relationships Senior Management team to draft routine correspondence on the Customer Relationships Director's behalf and preparation of other letters / documents from dictation or handwritten notes. Respond to correspondence without Customer Relationships Director's input where appropriate
- Co-Ordinate and take ownership for the gathering of information and production of Exec board papers and briefing packs for presentation by Customer Relationships Director.
- Act as liaison officer for the Customer Relationships Director and senior managers; collecting and disseminating information; collating reports; assigning tasks and organising staff cover arrangements when necessary
- Perform secretariat duties for the Operational Management Board and appropriate Boards
- Perform other secretariat duties as required by the Customer Relationships Director COO or Head of COO Office
- Identify areas where there is scope for improvement to working practices and feed into COO Office Improvements Programme
- Provide cover for management of the Customer Relationships Director's diary, including arranging meetings, prioritising and delegating appointments to make best use of available time and provide appropriate desk time and co-ordination of all administrative arrangements for meetings: room bookings, preparation of agenda, travel & catering arrangements.
- Interact with wider business teams to understand and contribute to shared goals

- Engage positively with the appraisal process and identify and collect evidence in support of achievement of objectives and competency assessment
- Undertake relevant training to become familiar with the principles of project management best practice
- Ensure understanding and compliance with all FCDO Services employment policies, rules and procedures
- Any other task relating to the Customer Relationship office delivery commensurate to grade

KNOWLEDGE AND KEY SKILLS

Essential:

- Experience as an Executive Assistant with responsibility for running the office of a Director or Senior Executive
- Positivity with the capacity to work under pressure and meet deadlines
- Ability to deliver results and respond proactively to changing priorities
- Strong interpersonal skills including influencing skills to ensure direct reports and wider groups of stakeholders submit reports, briefings and relevant information on time
- Tact, confidentiality and discretion
- A keen eye for detail including the ability to present financial data clearly
- IT literate. High level of word-processing skill for generating routine correspondence and formatting reports, Excel skills for presentation of financial and workforce planning data and PowerPoint for preparing presentations
- Ability to take accurate and precise minutes
- Excellent time management skills
- Effective planning skills to manage conflicting priorities and simultaneous demands

Desirable:

- A basic understanding of project management tools and techniques

CORE BEHAVIOURS

Top three for job:

- Managing a quality service
- Delivering at pace
- Working Together

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- Director CR's time and energy is deployed to maximum effect to further FCDOS' goals and vision.
- Production of timely and high quality briefing for Director CR.

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
N	£ per annum	Y / N

Reports to: (Role Title and Grade)	Director Customer Relationships (SMS)
Direct Reports: (Number and grades of staff)	1 x support staff (TBC)