

Citizens Advice Scotland

Personal Assistant to CEO/COO

Job Description



Position:	Personal Assistant to CEO/COO (job share)
Term:	Permanent
Location:	Edinburgh, Spectrum House
Responsible to:	CEO/COO, formally line managed by the Executive Assistant
Line manager responsibility:	None
Budget responsibility:	None
Date:	January 2018

Main Purpose of Job:

To provide dedicated and confidential support to the Chief Executive Officer (CEO) and Chief Operating Officer (COO), as well as providing support as required for the Board, Board Committees, Senior Leadership Team (SLT). This will include assisting the CEO and COO with all activities including diary and email management, planning and organisation, building strong relationships with internal and external stakeholders, communicating with all stakeholders on behalf of the CEO.

This role will also provide generalist administration support as part of the Administration team.

Key Responsibilities:

- ✚ Provide generalist administration support for within the administration team and assist with any duties as required, anticipating future requirements to achieve efficient and effective working
- ✚ To support the CEO and COO and assist with all correspondence, diary co-ordination and the organisation of travel and accommodation
- ✚ Assist with administration for the Board of Trustees and Board Committees to ensure they have the necessary information and facilities to carry out their function
- ✚ Prepare agendas and presentation materials for meetings led by the CEO or COO
- ✚ Ensure that minutes and actions are recorded accurately for meetings led by the CEO / COO / SLT
- ✚ Ensure that actions are tracked, managed and completed

- ✚ Maintain a high degree of awareness of the CEO and COO's workload and priorities, anticipating actions and requirements on their behalf
- ✚ Discrete project work on behalf of the CEO / COO / SLT
- ✚ Research and analyse information for the CEO or COO on any issue as directed
- ✚ Assist with managing the Complaints Procedure on behalf of the CEO and COO including liaising with bureaux, report preparation and if necessary liaison with the Independent Arbiter
- ✚ Build and maintain relationships with all internal and external stakeholders in order to act effectively on behalf of the CEO and COO
- ✚ Engage effectively with stakeholders at the highest level including those in parliament and government departments
- ✚ Provide effective event management for visits arranged on behalf of the CEO/COO/SLT arranging travel, catering, liaison with suppliers etc.
- ✚ Uses effective working practices, including continuous improvement, to ensure the smooth running of the directorate team

Authorities and Limitations:













- ✚ Post holder ensures that budgets for meetings, travel and accommodation are not overspent as well as actively seeking opportunity to reduce costs where appropriate
- ✚ When CEO/COO not available, post holder makes decision if and when to escalate issue
- ✚ Post holder must use initiative to communicate on behalf of CEO/COO as appropriate

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.


Person Specification:

Knowledge, Skills and Experience

Essential:

-  Experience providing high level support to director level or equivalent in a fast paced environment
-  Experience of diary management and comprehensive administrative support
-  Strong communication skills with senior stakeholders
-  Experience of organising events, including budgets, supplier liaison etc.
-  Proficient user of Microsoft Office
-  Excellent verbal and written communication skills
-  Ability to build effective relationships with all stakeholders
-  Strong planning and organising skills
-  Ability to work under pressure and prioritise workload to meet deadlines
-  Accuracy and attention to detail
-  Ability to work effectively in a team
-  High level of discretion and confidentiality

Desirable:

-  Awareness of the services provided by the voluntary sector