

The logo for 'eden project' features the word 'eden' in a white, lowercase, sans-serif font, followed by 'project' in a smaller, white, lowercase, sans-serif font. Both words are contained within a dark red rectangular box.

JOB DESCRIPTION

Job Title: Executive Assistant

Job Family: Business Support Services

Job Ref: BSS014

Job Family Definition

Roles within the Business Support job family are dedicated to optimising professional, technical and administrative services, which support the work of other job families in making Eden successful.

Role Purpose

To provide accurate and reliable administrative and project management support to the allocated Director(s)/member(s) of the Executive Team, as well as providing additional detailed, analytical support as required.

Key Accountabilities

1. Working as Executive Assistant to the appointed Executive Director(s), taking responsibility for own work management and programming of work.
2. Provide administrative support including ghost writing articles, responding to correspondence, including emails, drafting reports as required and proof reading final documents. Creation of presentations, developing and maintaining filing systems. Operates and maintains a highly efficient diary system for the Executive Director(s), which permits transparency and easy operation in their absence. Ensures that all tasks which demand adherence to time limits are prioritised accordingly.
3. Generates work of an exceptionally high quality contributing to and maintaining Eden's image both internally to its staff and externally to its contacts, members and suppliers appropriate to the Executive Directors.
4. Conserves the Executive Directors' time by preparing key documentation (e.g. Board Reports), as well as ad-hoc analysis requested by the Executive Directors. Conducts detailed analysis of complex information as well as reporting back and highlighting issues to Executive Directors.
5. Maintains a constant, professional approach when answering the telephone and self-presentation and acts as a positive ambassador for Eden at the level of the Executive Directors.
6. Establishes continuous, first class communication channels between Stakeholders, Directors and Senior Managers at each level and Eden's employee teams in the field, enabling the free-flow of all relevant information to be transmitted promptly.
7. Arranges all files on the IT network with logic and clarity for easy access in the Executive Director's absence. Abides by the Company's IT Policies and Procedures.

Demands of the Role

Education and Qualifications	Educated to GCSE Level, A-C Grades (or equivalent) with excellent literacy and numeracy skills. Formal administrative or secretarial qualifications (RSA/OCR Level 3/NVQ3/Diploma), required.
Knowledge and Skills	Role holder will have a minimum of 5 years' experience working at a senior PA level (working to Board Level Director). They will be an accomplished practitioner with accumulated vocational skills to handle the requirements of the role. Excellent IT Literacy skills including an advanced knowledge of Microsoft packages (Word, Excel, PowerPoint, Outlook). Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
Decision Making	Organises and prioritises own work within established procedures, referring complex issues to the Executive Director. Reports as required to Executive Director. Focuses on both short term and long term projects where the impact of judgements and decisions will be both immediately apparent and apparent within a few weeks or months. Decisions usually require confidentiality and networking with other organisations may be required to develop the right outcome. Regularly reports to the Executive Director and regarded as key influencers and part of the senior Team. Represents the Executive Directors by attending meetings in their absence and speaking on their behalf.
Resourcefulness	Excellent attention to detail and accuracy, the role will partly work within defined parameters. These will mostly be at a senior/confidential level and require regular adaptive thinking. Reactive problem solving will be a feature of this role with the level of operation and types of queries/projects handled. Own projects are managed with responsibility for revenue to Eden. These projects will attract attention externally and engender PR.
People and Asset Management	Supervisory responsibility for Team PA. Completes projects by assigning work to the Team PA; following up on results. Budget responsibility for travel and accommodation, currently below £1k. Some petty cash management. Responsibility to authorise Purchase Orders as required. Responsibility for the security of shared systems and keeping and protecting highly confidential and company critical information.
Communication and Visitor Experience	Excellent communication skills and visitor awareness is a key feature of this role. The role holder will be required to manage highly complex, sensitive, potentially volatile situations, where exceptional inter-personal skills are required. They should be able to communicate effectively to team members and externals at all levels, together with being able to host and support senior level guests as required by the Executive Directors. Approach and methods will need to be constantly adapted to suit the appropriate audience. This is a high profile role where the level and style of presentation and communication will be critical for Eden. They will regularly be dealing with senior external partners and as such a high degree of inter-personal skills will be required within this position.
Operational Environment	Office based role, with occasional visits to site.
Additional Features	<ul style="list-style-type: none"> • Frequently required to respond to urgent tasks/situations out of normal working hours. • Required to cover at Board/Trust meetings for Company Secretary; and regularly liaise with Board/Trust. • Regularly makes decisions on behalf of Executive Directors based on a clear understanding of the strategic objectives. • Regularly required to manage and perform tasks related to personal matters for Executive Directors, which are outside of job description