

Role Profile

Role Title:	Executive Assistant to Chief Executive
Department:	Chief Executive Office
Role Purpose:	Responsible for providing a comprehensive and confidential personal support service both to the Chief Executive and for servicing the Board and their associated administrative arrangements.
Reporting to:	Chief Executive
Responsible for:	n/a
Disclosure level:	Basic DBS with Negative Media and Credit Check
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<ul style="list-style-type: none"> • To provide a comprehensive and confidential support service to the Chief Executive including research, correspondence and reports to meet priorities, deadlines and standards. This will involve dealing with a wide range of confidential information relating to matters where a significant level of commercial confidentiality is required. • To ensure that appropriate action is taken on behalf of the Chief Executive to respond to correspondence, enquiries and issues raised, including the origination and drafting of letters on behalf of the Chief Executive. Where matters are to be dealt with by others, this will involve identifying the action needed and monitoring that it has been undertaken. To acknowledge all correspondence received by the Chief Executive, passing to other officers and tracking progress as appropriate. • To collate background information and research on behalf of the Chief Executive including the production of briefing notes for a variety of meetings. • To compile agendas, record minutes, prepare action sheets and undertake follow-up work as required including but not limited to Board of Management and Executive Board meetings. • To plan, organise and deliver Executive and Board related meetings and events as required. • To provide an effective diary management service for the Chief Executive, ensuring that meetings are effectively planned and scheduled, and that sufficient preparatory action is taken ahead of all meetings.
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	<ul style="list-style-type: none"> • To maintain procurement card and expenses records for the Chief Executive ensuring that all required information is submitted as appropriate on a monthly basis. • To undertake work for the Chair as and when required. This will include provision of administrative support, diary management, travel and accommodation bookings and liaison with external agencies on the Chair's behalf. • To engage with Non-Executive Board members and provide administrative and other support to Board members as required. • Maintain awareness of initiatives and developments that affect Midland Heart Limited. This will involve dealing with politically sensitive issues as they arise. • Deal with personal and telephone enquiries from a wide range of contacts including Board members, regulators, press and outside agencies. To deal with these through to completion, where appropriate, on behalf of the Chief Executive. • Arrange a variety of meetings including booking venues, arranging hospitality, ensuring attendees have relevant documents and taking minutes. • Make travel arrangements for the Chief Executive and Board members including train/flight bookings, hotel accommodation, etc. • Collect and collate a variety of management information from Executive Directors and other colleagues and producing appropriate reports. • Ensure relevant information is communicated to/from Executive Directors and other relevant parties. • Any other duties commensurate with the level and nature of the post.
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<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • Numeracy and literacy equivalent to GCSE Grade C / grade 5 or above. • Relevant vocational qualification in business administration or equivalent at level 5 or above. • Evidence of continuous professional development.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Significant experience of providing PA support to a Chief Executive and Board members. • Demonstrable experience of preparing Board and Committee papers, minute taking and writing reports and briefings.

	<ul style="list-style-type: none"> • Experience of working under your own initiative and evidencing the ability to develop administrative systems and procedures. • Significant experience of managing events and associated logistics, including the management of budgets.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • Proven ability to maintain confidentiality and to handle sensitive matters diplomatically and discreetly at all times. • Excellent keyboard and note taking skills. • Highly proficient in MS Office and Board software applications. • Excellent organisation skills and the ability to produce work to a consistently high standard under pressure. • Significant evidence of working with autonomy and with initiative to get things done. • Excellent communication and interpersonal skills with the ability to communicate professionally with internal and external stakeholders at all levels. • Ability to plan, prioritise and manage own and CE's time. • Ability to work flexibly. • Ability to remain calm under pressure.