



Post: PA to Director/Team Administrator **Grade:** 7

Directorate: Marketing & Supporter Development Directorate

Location: HQ, WWT Slimbridge Wetland Centre

Reporting to: Director of Marketing & Supporter Development

Main function of post:

To provide administrative, logistical and other support as required to the Director, operating and performing to the highest professional standards using initiative and demonstrating confidentiality and judgement. To provide administrative support to the team as a whole to support the smooth running of the Directorate.

Supervisory responsibilities: None

Hours worked: Part-time, 30 hours per week

Working pattern: Flexible across 4 or 5 days, to fall between the hours of 9.00am – 5.30pm

Main duties of the post

1. Manage the administration of the Director's office, making full use of the IT facilities available, and offering support to the Director's immediate team as and when possible.
2. Take responsibility for the Director's calendar, arrangement of meetings (external and internal), liaising with other attendees and/or their secretaries/PAs and ensuring booking of venues/meeting rooms/catering as necessary.
3. Organise meetings, travel arrangements and accommodation for the teams when requested.
4. Support the logistical management of ensuring print materials and other marketing and fundraising supporting items are in the right place at the right time.
5. Support the creation and delivery of regular and ad hoc reporting needs, including budgetary information.
6. Support the team in the raising of purchase orders and follow appropriate invoicing processes.

7. Manage and process information related to expenses, holiday bookings and sickness records for the team in accordance with WWT policies and procedures.
8. Deal effectively with all messages and phone enquiries received on behalf of the Director and certain team members, answering/filtering/diverting phone calls and relaying messages efficiently.
9. Collate and research topics to ensure the Director is briefed appropriately for meetings, liaising with colleagues or external contacts as appropriate.
10. Manage the appropriate level of stationery and other office needs for the directorate.
11. Attend meetings and take clear and concise minutes when requested.
12. Support the team in maintaining excellent filing systems both electronically and physically.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: April 2017

Amended:

Person Specification

1. Qualifications

Essential:

- Good general education to at least 'A' level standard or equivalent (including GCSE English Language and Mathematics)

2. Experience

Essential:

- Significant experience as a Secretary/PA at a senior level;
- Demonstrable ability to set up and coordinate internal and external meetings, with high profile and senior people as well as large groups;
- Experience of effectively taking and preparing minutes and writing reports;
- Experience of effectively and efficiently running all administration for a senior manager;
- Experience of liaising and co-operating with a wide range of people at all levels of the organisation and a wide range of external parties;
- Demonstrable experience and proficiency in a wide range of secretarial skills including the use of Microsoft Office software (Word, Excel, Outlook, PowerPoint), minute taking and writing correspondence.

3. Managerial & Supervisory

Essential:

- Ability to oversee and monitor the work of other staff who are not direct reports and chase up outstanding actions as required;
- Ability to allocate tasks and supervise their completion.

Type of staff	Number managed	Number supervised
Employed Staff	0	0
Volunteers / Casual Workers	0	0
Contractors	0	0

4. Responsibility

Essential:

- Responsible for working on own initiative and meeting deadlines;
- Able to make appropriate decisions in the Director's absence;
- Responsible for maintaining absolute trustworthiness and confidentiality at all times;
- Able to operate and perform to the highest professional standards using initiative and demonstrating confidentiality and judgement on a daily basis.

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£2,500
Cash Handling	N/A
Assets (required for job, exc. buildings)	N/A
Visitors (per annum)	N/A

5. Creative Ability

Essential:

- Ability to set up and operate effective systems in order to ensure that the Marketing & Supporter Development team runs smoothly and efficiently;
- Able to deal with urgent situations as they arise;
- Ability to plan and organise effectively and to juggle priorities appropriately and with limited guidance;
- Ability to respond and to react to changing circumstances on a regular basis and to address and adapt to the consequences of change;
- Possessing an eye for detail and the ability to format documents to a high standard.

6. Contact

Essential:

- Ability to communicate professionally both in writing and verbally, composing correspondence and emails with fluency;
- Ability to deal with people at all levels (including the highest level) sensitively and effectively;
- Ability to listen to others and to identify pertinent matters and to respond appropriately;
- In possession of confidence and an outgoing, positive character but able to exercise absolute discretion at all times.

General Notes

The nature of this post, which encompasses access to personal data and confidential documentation, means that a high degree of personal integrity and discretion is a requirement.