L&Q Group

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| Role title | Executive Assistant to Group Director | | | | | | | Date | | | 12.4.16 | |
| Reports to Title | Group Director | | | | | | | Version | | | 1 | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **✓** | **Standard** |  | **Enhanced** | |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | | |
| PurposeTo provide support to a designated Group Director through the delivery of advanced PA / administrative and organisational services. Act as the primary point of contact, handling enquires and communications between the Group Director’s office and internal, external customers and stakeholders. | | | | | | | | | | | | |
| Key Responsibilities / Deliverables: | | | | | | | | | | | | |
| **Main Accountabilities:** List in order of priority, the major activities, or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | | **Time**  **(%)** |
| 1. Contribute to the team’s achievement of its objectives, whilst operating in line with Trust’s values and delivering excellent customer service at all times | | | | | | | | | | | |  |
| 1. Responsible for the provision of high-quality PA / administrative services to the Group Director including the drafting of minutes, full diary management, travel scheduling, office communications and correspondence, always delivered with the highest levels of customer service and confidentiality. Demonstrate levels of personal judgement as required to ensure the effective running of the Group Director’s office. | | | | | | | | | | | |  |
| 1. Work collaboratively with others across the Trust at all levels. Handling communications and enquiries effectively, always having regard for resident satisfaction. | | | | | | | | | | | |  |
| 1. Maintain excellent relationships with key stakeholders and partners, demonstrating the Trust’s values at all times. | | | | | | | | | | | |  |
| 1. Ensure own compliance in respect of governance and adherence to corporate and any relevant statutory, regulatory provisions. | | | | | | | | | | | |  |
| 1. Maintain the necessary relevant Trust records and systems. | | | | | | | | | | | |  |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | |
| Support Group Director to manage the local budget and expenditure, to include approval of all Group Director’s direct reports expenses. | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | |
|  | **Direct Reports** | **Indirect Reports** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities | | |
| **Knowledge, Skills and Abilities** | | |
| Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications. | | |
| 1. Able to demonstrate provision of high-quality PA / administrative services to senior managers and/ or directors in a demanding, customer focused environment – **Essential**. Sector experience, operating to senior manager level – **Desirable.** | | |
| 1. Able demonstrate excellent customer service and stakeholder management skills - **Essential** | | |
| 1. Highly developed verbal and written communications skills. Able to work collaboratively with others at all levels – **Essential**. | | |
| 1. Able to demonstrate exceptional organisational, planning and co-ordination skills in a fast paced, delivery focused team - **Essential** | | |
| 1. Able to demonstrate advanced skills in all MS Office packages – **Essential** | | |
| 1. Financial and commercial awareness - **Desirable** | | |
| **L&Q Values** | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviors and actions. | | |
| **People** | | |
| * We care about the happiness and wellbeing of our customers and employees | | |
| **Passion** | | |
| * We approach everything with energy, drive, determination and enthusiasm | | |
| **Inclusion** | | |
| * We draw strength from our differences and work collaboratively | | |
| **Responsibility** | | |
| * We own problems and deliver effective, lasting solutions | | |
| **Impact** | | |
| * We measure what we do by the difference we make | | |
| **Other** | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | |