

Job Description
Executive Assistant



Role Details

Role title	Executive Assistant
Department	Governance
Reports to	Director of Finance and Company Secretary
Line manager for	N/A

Vision and Mission

Vision

As the pioneering workplace and facilities management body, our vision is to drive change for the future. To be the trusted voice of a specialist profession recognised, beyond the built environment, for its ability to enable people to transform organisations and their performance.

Mission

We empower professionals to upskill and reach their potential for a rewarding, impactful career. We do this by advancing professional standards, offering guidance and training, developing new insights and sharing best practice.

The company has a strong culture based on our values

- Confident and Bold
- Human and Inspiring
- Knowledgeable and InSync
- Active and Energetic

Social Value

We are a Disability Confident employer, Investor in People accredited and Living Wage employer. We offer charity days along with paid for social events and make efforts to reduce our impact on the planet.

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Job Purpose

The Executive Assistant will be a talented multitasker. A professional who cares about the detail but can understand the broader operation and how to support it.

You will align to our values: human and inspiring; active and energetic; knowledgeable and in sync; confident and bold – in short, you're expert at know what you know; and what you don't you're willing to discover: ultimately you get stuff done.

The Executive Assistant's responsibilities include optimising the Executive function and making the best use of its time managing the wider business, from managing diaries, making travel arrangements, and facilitating submission of expenses to planning, arranging and following up internal and Board and committee meetings, preparing agendas and actions.

To succeed in this role, you will be well-organised, have great time management skills, strong written and verbal communication skills, a broad understanding of organisational operations and governance principles and be able to act independently. You will collaborate closely with senior professionals to provide appropriate support. Specific requirements varying day to day but you will be expected to manage a wide range of high-level administrative tasks including executive communication, handling of corporate documents. You may also be required to provide support to Institute events.

Ultimately, you will contribute to the efficiency of our business by providing personalised and timely support to the Executive, Board and Committee members.

Key Accountabilities

- Function as the main point of contact for the Executive Team and as key interlocutor between it and staff. Be the main point of contact for key governance stakeholders.
- To advise colleagues on key parts of the Constitution, procedures and systems and suggest the correct or best way (or alternative ways) of dealing with different governance issues arising.
- To assist in progressing governance and risk operations to online platforms improving overall functions. Acting as the internal point of contact for these outsourced platforms.
- Manage timeline of governance programme activities in an annual plan format, outlining person/s responsible for activities, so it can be managed and ensure all activities are delivered.
- Provide governance update and Committee Highlights report.
- Schedule meetings with relevant person/s, to include finding suitable venues within budget. Meetings to include but not restricted to: Board meetings; Board Committee meetings; Members council.
- Working closely with the Executive and Chair of the Board to create agendas and manage papers.
- Responsible for minutes and capturing actions with timelines where necessary. Ensure these actions are delivered by relevant person/s.

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- Responsible for drawing up NDA's where applicable.
- Manage governance inbox and ensure SLA's are adhered to.
- To work closely as required with the Company Secretary keeping them fully informed of sensitive developments to enable them to intervene, where necessary, at a formative stage.
- Manage Executives' calendars and set up meetings
- Make travel and accommodation arrangements
- Track committee expenses and prepare weekly, monthly, or quarterly reports
- Format information for internal and external communication – emails, presentations, reports
- Collaborate directly with employees, Executive team and stakeholders
- Prepare corporate documents
- Able to co-ordinate the logistics for events e.g.AGM
- Provide support with outsourced agency for the judging process for the IWFM Impact Awards
- Manage flow of requests for contract review before signature, managing the contract database.
- Assist in recruitment administration and sourcing NED Co-Options, Committees Members, working closely with the Company Secretary.
- Provide updates for governance pages on company website when necessary.
- Work with the Partnership Manager to provide volunteer and stakeholder support.
- Manage database of renewals for certificates and memberships.
- Review and manage policies, create or delegate to relevant department when needed.

Technical Skills

- Work experience as an Executive Assistant, Personal Assistant or similar role
- Business Administration / Management qualification preferable
- Excellent MS Office knowledge
- Fanatical attention to detail
- Outstanding organisational and time management skills
- Excellent verbal and written communications skills
- Outstanding stakeholder management ability
- Proactive self-starter who has a flexible, solutions-focused approach.
- Prioritisation skills and ability to respond to changing demands
- Proven experience in handling confidential and sensitive information, maintaining required confidentiality and data protection standards

Behavioural Skills

- Energetic approach and a can-do attitude, inspiring others.
- Discretion and confidentiality
- Takes responsibility and acts with confidence.
- Flexible and responsive approach.
- Communicates with confidence and calmly in high-pressure environments.
- Supportive and behaves consistently with clear personal values that complement IWFM.