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| A | **Post Details** | | | | | | | |
|  | Job Title: | PA to Executive Team | Function: | Executive | | | | |
|  | Location: | Four More London | Unique Post Number: |  | | | | |
|  | Reports To: | Chief of Staff | Grade: | ASG | | | | |
| B | **Purpose of the Job** | | | | | | | |
|  | Act as the point of contact and provide a professional and confidential administrative support service to the Executive Team. | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12 | Provide a high-quality administrative support service, including the preparation of presentations, letters, memorandums and reports. Manage and prioritise the response to telephone calls, e-mails and other contacts, ensuring that priority items requiring personal attention of the Executive Team are flagged and that other items are dealt with by appropriate Southeastern personnel and responded to in a timely manner.  Provide first-class diary management, managing the Executive Team’s schedule, ensuring they are well briefed for all meetings to maximise the efficiency of their working day.  Arrange both internal and external meetings, ensuring that all relevant paperwork is provided in advance, and that action notes or minutes are produced in a timely manner as necessary.  Organise team and leadership events, managing invitations, agenda and all other organisational arrangements to ensure a quality outcome.  Procure hotel accommodation, external meeting facilities, business travel etc on behalf of the Executive Team.  Organise and prepare draft reports, as required, edit and otherwise ensure reports are to a high standard and appropriately formatted.  Produce the weekly timesheets and keep record of all annual leave for the Executive Team Directorates.  Manage expenses and Credit Card reconciliation.  Assist Department Heads and other Executive Support Team members whenever necessary (including covering periods of annual leave).  Capture actions and minutes of Executive-level and Directorate meetings as required, ensuring actions are monitored and flagged to colleagues so that they are closed down in a timely and efficient manner.  Meet and warmly welcome guests to Southeastern, and attend meetings and functions  around the Southeastern area of operations/other locations on a request basis.  Carry out any other duties that may reasonably be required in line with your main duties | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | | Yes |  | No | **🗸** |
| D2 | This is a KEY SAFETY POST | | | | Yes |  | No | **🗸** |
| D3 | This post requires SECURITY CLEARANCE | | | | Yes |  | No | **🗸** |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | | | | Yes |  | No | **🗸** |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | | Yes |  | No | **🗸** |
|  |  | | | | | | | |
| D6 | The post holder has the following specific safety responsibilities: | | | | | | | |
|  | * None | | | | | | | |
| E | **Decision making Authority** | | | | | | | |
| E1 | Carry out such work as can be accomplished without the direct involvement of the Executive Team or their direct reports, to assist in the effective and efficient running of the Executive Team department. | | | | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | | | | |
| F1  F2 | Prioritising competing demands, meeting deadlines, and ensuring all actions are completed in a timely manner and to good quality.  Managing diaries in the context of unexpected or last minute changes to arrangements or plans | | | | | | | |

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| G | **Person Specification** | | | | |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us. For these reasons we look for evidence of Southeastern values in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These are We care passionately about people  * + we put ourselves in our passengers’ shoes to do what’s right for them   + we support our colleagues to be, feel and do their best   + we love the places we serve and do our bit for our communities and environment  We aim to be the best  * + we move with pace, we’re agile and learn from everything   + we relentlessly strive to be the best   + we are professionals with personalities  We make the difference together  * + we are answerable to each other and our passengers   + we trust each other and do what we say we will   + we are stronger together than we are as individuals   The job demands the following blend of experience/knowledge, skills and behaviours (all are essential, unless otherwise shown and will be assessed by application and/ or interview/assessment): | | | | |
| G1 | Experience, Knowledge & Qualifications Significant administrative/PA experience  Experience of preparing reports, correspondence and presentations without supervision.  Good knowledge of Microsoft Office applications  Good command of the English language  Ability to write with clarity and accuracy  Excellent telephone manner  Proficient at taking minutes of meetings  Ability to anticipate requirements and effectively problem solve  Experience of developing effective working relationships at all levels | | | | |
| G2 | Behaviours and Skills Strong written and oral communication skills.  Good team player  Flexible and adaptable with an ability to respond to changing demands/priorities.  Persuasive  Excellent interpersonal skills, with the ability to empathise  Excellent planning and organisational skills and able to meet deadlines  Able to use initiative to work unsupervised and undirected  Proactive and effective problem solver  High level of personal integrity with an ability to handle sensitive, confidential information with appropriate discretion.  Resilient  Ability to develop effective working relationships at all levels  Able to travel and work independently. | | | | |
| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: | | Nil | | |
| H2 | Financial – Other: | | Nil | | |
| H3 | Staff Responsibilities – Direct: | | Nil | | |
| H4 | Staff Responsibilities – Other: | | Nil | | |
| H5 | Any Other Statistical Data: | | Nil | | |
| I | **Acknowledgement** | | | | |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **J** | **Job Description Briefing** | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements** | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |