

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Executive Assistant
Salary	£22,549
Responsible to	Centre Manager
Hours of Work and Nature of Contract	Permanent 37.5 hours
Base	Welsh Wound Innovation Centre, Llantrisant

MAIN PURPOSE OF THE ROLE

The purpose of this role is to provide comprehensive, professional, and confidential administrative support to the Management Team. A significant part of this role includes the administration and IT support for our online education courses. Additionally, the postholder is responsible for arranging corporate meetings and will be the main point of contact for the company.

The post holder will need to be confident, professional, and compassionate as necessary when dealing with queries and will be expected to use their initiative and to manage their own workload.

MAIN DUTIES AND RESPONSIBILITIES

Key functions include:

1. To ensure the smooth running of the office on a day-to-day basis.
 - ❖ To ensure the effective servicing of internal meetings including the Audit and Risk Assurance and the Management Team meetings.
 - ❖ To organise meetings with external organisations in line with availability of WWIC staff.
 - ❖ To keep diaries updated identifying and resolving any conflicts at an early stage.
 - ❖ To take minutes of meetings as appropriate.
 - ❖ To be responsible for ensuring timely and efficient arrangements for meetings and events to include preparation of meeting agendas, compilation of supporting paperwork and minutes.
 - ❖ To liaise with clients and company contacts in a professional manner.

2. Admin support to the Director of Education & Training and facilitation of the on-line workshops/study days to include:
 - ❖ Assist with the program development including booking rooms, booking and confirming speakers.
 - ❖ Liaise with companies and delegates.
 - ❖ Prepare e-learning material and uploading into Teams and Teams channels.
 - ❖ Assist with the management of Teams on the day of the live sessions.
 - ❖ Compiling feedback and compiling reports.

3. Ensure an effective and efficient reception service is provided to visitors and patients.
 - ❖ Manage room bookings including catering requirements, attendees and required resources.
 - ❖ Ensure reception area is always tidy and presentable.
 - ❖ Provide basic and accurate information in-person and via phone/email.
 - ❖ Receive, sort, and distribute daily mail/deliveries.
 - ❖ Maintain office security by following safety procedures and controlling access via the reception desk.
 - ❖ Update e-calendars, diaries, and schedule meetings, including booking rooms and catering, as required
 - ❖ Perform other clerical receptionist duties such as filing, photocopying and audio-transcription.

Administration duties:

1. To ensure that all Company administrative systems, procedures and records are kept up to date.
2. To accurately maintain the purchasing, invoicing, receipting, and recording of goods and services.
3. To assist in the company and planning of the daily schedules for the Management Team. This will include arranging internal and external meetings; commissioning of relevant briefing for meetings when required; ensuring diaries are aligned to business need; and following up on issues arising out of meetings when requested.
4. To support the Chief Operating Officer and members of the Management Team in the production of reports, briefings, and presentations.
5. The post holder will be expected to exercise judgement and discretion in the day-to-day handling, monitoring, and filtering of appointments and enquiries.
6. The post holder will be responsible for receiving, tracking, storing, and where appropriate responding to, correspondence.
7. Responsible for maintaining and ordering office supplies.
8. The post holder will manage their own workload but will assist the Director of Education and Training and Centre Manager with their daily work, undertaking projects and tasks as indicated.
9. Manage all correspondence received in the office and overseeing a system for appropriately sharing correspondence and tracking all correspondence to ensure it is responded to in a timely and professional manner.
10. Provide general clerical/administrative support including photocopying, filing, emailing, completion of standard forms typing and telephone duties.
11. Arrange governance and Management Team meetings, including identifying suitable dates and venues as well as the setup of the rooms and IT equipment on the day.
12. To be responsible for the shared drive ensuring that key documents are saved on it and accessible to relevant staff and compliant with GDPR.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • Good level of Education. • Project management qualifications would be an advantage.
Skills, knowledge, and experience	<ul style="list-style-type: none"> • Proficiency in Microsoft Office suite of applications particularly Word, Excel, and PowerPoint. • Experience of setting up and operating virtual meeting platforms. • Experience of updating websites and maintaining social media accounts. • Solid written and verbal communication skills. • Excellent organisational skills. • Experience of supporting the planning and running of events. • Previous experience in an EA/ Administrative role. • Experience of working in an educational and clinical environment. • Experience of arranging meetings and taking minutes. • Programme/project management experience would be an advantage.
Attitude and abilities	<ul style="list-style-type: none"> • Being proactive, solution focused and innovative. • Ability to work independently and as part of a team. • Communicating effectively with customers and suppliers. • An open and participative style with excellent communication skills. • A high level of professionalism. • Ability to demonstrate tact and diplomacy and being mindful of confidential, sensitive, or contentious information. • Demonstration of drive, passion, and enthusiasm. • Resilient and able to work under pressure including managing competing priorities. • Effective interpersonal skills when dealing with colleagues and partners and stakeholders as appropriate. • Ability to communicate through the medium of Welsh would be an advantage.
General areas of competencies/policies	<ul style="list-style-type: none"> • Digital and Communications systems. • Health and Safety. • Equal Opportunities. • GDPR including confidentiality.
Circumstances	<ul style="list-style-type: none"> • Able to drive and travel as required. • Able to work flexibly.