

Terms of Reference

Position: Executive Assistant to the Director
Reporting Relationship: Director

Position Summary.

A personal assistant will work closely with the Director to provide administrative and organisational support through ensuring that the Director makes the best use of his time by dealing with secretarial, administrative and private tasks with a high level of reliability and utmost confidentiality and able to work flexible hours understanding the need for comprehensive confidentiality and professionalism in all areas of work with efficient and successful operation of the office

1. Operational

- i. Maintain, update and manage an accurate electronic diary, mail and computer databases, assessing priority of appointments and reallocation as necessary for the Director;
- ii. Organise appointments, meetings and conferences which may include collating meeting papers, pre-meeting debriefs to the Director and coordinating venues and arranging in-country travel itineraries;
- iii. Process Director's correspondence, ensuring that incoming correspondences are dealt with in a professional and timely manner by the Director/or on behalf of the Director, or other staff as appropriate;
- iv. As instructed by the Director undertake research for specific information using electronic resources and/or networking relationships with internal and external key stakeholders and also assisting the Director in researching and following up with action on matters which fall within the Director's responsibility – chasing responses, triggering follow-up action;
- v. Coordinate out of the Country travels and accommodation arrangements for the Director including securing required Visa on time;
- vi. Ensure the Director is fully briefed on, or prepared for, any engagements he is involved in through keeping and maintaining an accurate record of papers and electronics correspondences on behalf of the Director;
- vii. Screen and Filter general information, queries, phone calls and invitations to the Director by redirecting or taking forward such contacts as appropriate as well as organizing inbound emails into the appropriate folders and any relevant information to be copied into the correct file on the hard drive;
- viii. Arrange agenda and time table for internal meetings.

2. Financial

- ix. Ensure that requisitions for Director's office consumables are submitted and the office is restocked with required items on time;
- x. Reconciling expenses made on the Director's credit card statements as required;
- xi. Ensure that all accountabilities for funds advanced to the Director are submitted on time;

3. Administrative Support

- xii. To be the first point of contact for all enquiries related to the Director and ensuring that they are acted upon efficiently and to a high standard of effectively were necessary;

- xiii. Provide full administrative and secretarial support to the Director, including drafting reports for activities assigned to you;
- xiv. Undertake the necessary preparation for meetings i.e. preparing background material and ensure that all Programmes' files are kept up-to-date;
- xv. In consultation with the Director, implement and maintain an efficient filing system to provide structure and an effective reference resource at all times for easy retrieval;
- xvi. Ensure the smooth operation of the Director's office (stationery and IT);

4. Customer Service

- xvii. Deliver exemplary customer service consummate with the events;
- xviii. Provide the guests waiting to meet the Director with hospitable environment and ensure they are given utmost updates of when the meetings are to take place and provide refreshments as and when required;

5. Personal Responsibilities

- xix. Lead by example and demonstrate desire to share expertise, knowledge and skills with other team members;
- xx. Take responsibility for the implementation of initiatives within own sphere of duties with a high level of creativity;
- xxi. Prioritise and organise own workload to be able to deliver against deadlines;
- xxii. Deal with matters

6. Other

- xxiii. Availability to work (occasionally) unsociable hours, evenings, weekends and public holidays when required;
- xxiv. Undertake any other duties which are consistent with the basic objectives and or/ duties of the post.

Essential Requirements

1. A First or Second Upper Class university degree in Social work or any related field from a recognized university,
2. Possession of at least three (3) years of professional experience as a Personal Assistant/Secretary at a senior level in a busy organization including taking notes for Board Meetings of organisations.
3. Strong written and spoken English
4. Excellent attention to detail, with the ability to maintain a high level of accuracy.
5. Possession of a touch-typing speed of 40 words per minutes with 90% accuracy.
6. Experience of electronic diary management.

Desired Skills

1. Excellent communicational and interpersonal skills
2. Organised and resourceful, concise and analytical

3. Flexible, committed and able to work and follow up matters independently with minimal supervision and maintain flexibility in working hours.
4. Ability to handle multiple tasks, meet deadlines and work in a fast-paced environment
5. Takes initiative and with good time-management skills
6. Tact, diplomacy and confidence are strongly preferred
7. Knowledge of Health and Safety standards; along with a high understanding of Dignity and Diversity in the workplace.
8. A good deal of common sense, etiquette and an ability to think on one's feet.
9. Excellent organisational skills
10. Professional telephone manner
11. Proven ability to work under pressure and to tight deadlines
12. Bright, confident personality
13. A flexible, pro-active approach to work including the ability to prioritise and re-prioritise.
14. Ability to work on own initiative.
15. Ability to deal with sensitive information with discretion and to maintain confidentiality.
16. Excellent IT skills, including a working knowledge of presentation software packages, preferably Microsoft Office Word, Excel and PowerPoint, outlook.