CHAMBER OF COMMERCE

HEREFORDSHIRE & WORCESTERSHIRE

**JOB DESCRIPTION**

**ROLE:** Executive Assistant

**POST HOLDER:**

**REPORTING TO:** Director of Business Engagement

**GRADE:**

**WORKING HOURS:** Part Time – circa 22.5 hours per week

**LOCATION:** Worcester

**MAIN PURPOSE:** To assist the Director of Business Engagement providing a comprehensive administrative support service, in particular in the account management of the Patron members.

**KEY DUTIES & RESPONSIBILITIES:**

1. To promote a professional image of the Chamber both internally and to external members, patrons, stakeholders and customers.
2. To provide a professional and comprehensive administrative support service to the Director.
3. To manage the Director’s diary, arranging appointments to maximise effective use of time and minimise travel time and to organise travel arrangements.
4. To support the Director to provide Key Account management to the Patron members. Maintaining regular contact with the Patrons and monitoring and managing the delivery of the action plans linked to each of their memberships.
5. To review the Director’s correspondence (written and email), sifting, sorting, prioritising, initiating first responses where appropriate, selecting correspondence to be delegated for action and chasing to ensure requests are met within the required time scale.
6. To arrange client meetings, in particular for Patrons, Strategic members, high level prospects and strategic business engagement contract clients. To type up notes and record on the organisation’s CRM system.
7. Accept all telephone calls to the Director’s office, initiating action as appropriate.
8. To arrange and co-ordinate external events and corporate hospitality events as required, attending where necessary and to record all corporate hospitality and company CSR payments onto the relevant spreadsheet.
9. To maintain accurate filing and document management systems.
10. To respect confidentiality in all matters at all times.

**GENERIC CHAMBER GROUP TASKS:**

1. To work closely with other team members to ensure that all Business Plan, Performance and Financial targets are achieved.
2. To keep updated with all new literature and information and maintain a thorough knowledge of new procedures
3. To work closely with other team members and complement and support the organisation’s delivery and development.
4. Any other duties as directed by the Director.
5. To ensure that any management information is entered onto the Chamber’s databases (CRM and Exchequer) on a regular continual basis.
6. To work closely with the Quality Manager and your team to ensure team-wide compliance to ISO9001. To facilitate improvements to the quality management system and to co-ordinate an annual review of quality documentation which specifically relates to your department.
7. To adhere to and actively promote the Chamber Equal Opportunities policy
8. At all times to work within the organisations Health and Safety policy and to ensure as far is reasonable that safe working practices are established, maintained and followed
9. To work within and assist in maintaining IIP principles for the organisation.
10. To carry out any other duties as required by the business to achieve commercial objectives.

**PERSON SPECIFICATION:**

1. Proven experience of working within a similar PA/Administrative role.
2. Proven experience of engaging and creating relationships with senior business leaders and their PAs.

1. Proficient in the use of Microsoft Office i.e. Outlook, Word, Excel and PowerPoint.
2. Ability to manage a wide range of different tasks with developed time management skills.
3. Proven ability to demonstrate appropriate levels of assertiveness when required.
4. Professional credibility with high levels of personal motivation.
5. Ability to communicate confidently at all levels (verbally and in writing) externally and internally.
6. Ability to work on own initiative with minimal supervision.
7. Customer focussed.

**MOBILITY:**

1. Ideally, a car owner with full driving licence.