CHAMBER OF COMMERCE

HEREFORDSHIRE & WORCESTERSHIRE

**JOB DESCRIPTION**

**ROLE:** Executive Assistant

**POST HOLDER:**

**REPORTING TO:** Chief Executive

**GRADE:**

**WORKING HOURS:** Part Time – circa 30 hours per week

**LOCATION:** Worcester

**MAIN PURPOSE:** To assist the Chief Executive and Directors, providing a comprehensive administrative support service.

**KEY DUTIES & RESPONSIBILITIES:**

1. To promote a professional image of the Chamber to external members, patrons, stakeholders, customers and Board of Directors.
2. To provide a professional and comprehensive administrative support service to the Chief Executive and other Directors as appropriate.
3. To manage the Chief Executive’s diary, arranging appointments to maximise effective use of time and minimise travel time and to organise travel arrangements.
4. To review all Chief Executive 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.
5. To arrange client meetings, in particular for Patrons, Strategic members, high level prospects and strategic business engagement contract clients. To record notes on the organisation’s CRM system and action where assigned.
6. To plan, trigger and ensure the timely preparation and delivery of papers to the Chamber of Commerce Board Directors and maintain accurate records.
7. To manage and bring forward a system for papers for other Board, client and internal meetings and to ensure they are filed accurately. Initiate a chase system for papers not received. Ensure correct papers are available a week in advance, including client CRM reports and marketing materials for visits.
8. To prepare agendas and papers for Directors meetings and staff briefs.
9. Accept all telephone calls to the Chief Executive Office, initiating action as appropriate.
10. 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.
11. To provide support to the HR team, in particular with recruitment and appraisal/objective setting.
12. To maintain accurate filing and document management systems.
13. 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 Chief Executive.
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 Executive/Administrative role.
2. Proven experience of engaging and creating relationships with senior business leaders and their PAs.
3. Proven ability to demonstrate appropriate levels of confidentiality and assertiveness when required.
4. Well established project and time management skills with the ability to manage a wide range of different tasks.
5. Ability to work on own initiative with minimal supervision.
6. Proficient in the use of Microsoft Office i.e. Outlook, Word, Excel and PowerPoint.
7. Professional credibility with high levels of personal motivation.
8. Ability to communicate confidently at all levels (verbally and in writing) externally and internally.

**MOBILITY:**

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