

## Job Description

# Senior Executive Assistant

## Executive Support

### Purpose of the role

To provide personal support to the Chief Executive Officer and the Director of Finance in the proactive management of diaries, correspondence emails and papers.

### Key Accountabilities

#### Communications:

- Ensure that incoming mail for the Chief Executive and Director of Finance is opened, sorted and filtered as appropriate.
- Handle calls to the highest standards of efficiency and professionalism.
- Deal with calls from Governors, Scheme Partners and other business contacts (including DWP officials) who want to speak to the Chief Executive and the Director of Finance.
- Draft and type correspondence, confidential notes, minutes of meetings etc. to the highest standards.
- Assist in the preparation of presentations and ensure they are produced to the highest standard and formatted in line with the latest Communications guidelines.

#### Governors Meeting (Including Sub-Committees, AGM, etc.):

- Organise Governors' Meetings and events including Annual General Meeting (coordinating the schedule of Sub-Committees, Chairman's informal meeting and Motability Operations' Board Meetings), ensuring that all relevant papers are available and, where possible, distributed in advance.
- Liaison with Motability Operations Executive Support Team and Governors' PA's.
- Support Governance Manager and Head of Communications on projects particularly those related to Governors, Members, Patrons, etc.
- Deal with requests from the Chairman for specific ad-hoc projects like email and correspondence campaigns to MPs, Select Committee members, members of House of Lords on specific Motability matters. Liaise closely with Communications Department, CEO, Media Consultants and our lawyers on specific documentation wordings and version controls.

#### Meetings and Events:

- Arrange meetings for the Chief Executive and Director of Finance and Senior Manager level meetings where appropriate and take minutes as required.
- Distribute papers/information for meetings in a timely manner.
- Assist the Chief Executive and Director of Finance with arrangements for special events, including meetings with MPs including, where necessary, visiting the venues in advance and attendance at the event to help facilitate and greet guests.

- To also assist with, and attend where necessary, car handover events organised by the Communications Team.

#### Organisation and Planning:

- Organise and maintain the Chief Executive's and Director of Finance's diaries to maximise use of time, including pro-active rescheduling of meetings to accommodate higher priority calls on his time.
- Monitor the Chief Executive's and Director of Finance's emails and (particularly in his absence) re-directing emails requiring immediate action to other Directors/Managers where appropriate.
- Arrange travel and accommodation for Chief Executive, Director of Finance and other Senior Managers as appropriate.
- Maintain an annual leave chart for Directors and senior managers.
- Input of invoices and expenses relating to Chief Executive and Director of Finance personal expenses and company budgets into financial management system (Proactis).
- Provide cover in the Executive Support Team in times of absence and when the team are under pressure to deliver to deadlines.

## Experience and Track Record

#### Essential:

- Proven secretarial experience at a senior level, preferably in a service environment.
- Advanced knowledge of Microsoft Office Suite, including Word, Excel, PowerPoint and Outlook (including Calendar).
- Educated to 'A' level standard or equivalent.
- Ability to communicate effectively at all levels and influence decisions.
- Customer focused business astute and people orientated.
- Proven literacy skills, including accurate use of language and grammar.
- Excellent interpersonal skills.
- Confidence to deal positively with the challenges that are presented and seek solutions wherever possible.
- Demonstrates a high level of motivation and strives for continuous improvement.
- Highly organised with strong time management skills.
- Adapts positively to change.
- Works cooperatively with colleagues within and outside own work area.
- Demonstrates Motability values of being friendly, flexible and facilitating in all interactions with internal and external contacts.

#### Desirable:

- Previous experience of interacting with public figures.
- Shorthand/typing qualifications, minimum 100/50 wpm.

## Reporting line, structure, key working relationships

Reports to:  
Company Secretary.

### Key interfaces

- Chief Executive Officer.
- Director of Finance.
- Company Secretary and the Executive Support Team.
- Motability Executive Team.
- Motability Governors.
- Motability and Motability Operations employees.
- Customers.

## Resources, scale and scope of role, location and any travel factors:

- A sound knowledge of the Motability Scheme and the internal and external organisation is required to be able to do the job effectively and provide the correct information to enquiries.
- Minimal supervision from the Chief Executive Officer is required. Good knowledge of the office staff and organisation is essential in order to direct calls and correspondence to the appropriate person.
- The volume of work varies in line with correspondence and calls received.
- Role based in Harlow with an option for blended working. There may be an occasional need to attend meetings at alternative locations.