

Job Title: Personal Assistant to CEO **Grade:** G4
Reports To: Chief Executive

Overall Job Purpose

To provide high level confidential support to the Chief Executive by providing a full secretarial and administrative service. Ensuring that effective planning and administrative systems are in place and maintained efficiently and effectively.

Key responsibilities

- To act as a first point of contact dealing with correspondence and phone calls
- To proactively manage and coordinate the diary of the Chief Executive by prioritising and arranging internal and external meetings, ensuring appropriate briefing papers are prepared and provided.
- Plan and organise travel and accommodation when required
- Maintain effective filing and data storage including emails and retrieval systems ensuring the needs of the Chief executive are met.
- To provide full personal assistant support by dealing with all correspondence and calls, drafting routine letters to a high standard, minute meetings, taking messages and other administrative tasks as required to support the Chief Executive.
- To provide support for Board of Director meetings by ensuring meetings are properly arranged and serviced. This will include drafting agendas, collating papers and reports, taking minutes and following up action points.
- Supporting the Chief Executive to keep the Board of Director informed about the work of the organisation and their appropriate training and induction.
- To service meetings of the Senior Management Team by drafting and collating papers and reports, preparing manageable agendas, taking minutes and following up on actions points.
- To act as the Scottish Refugee Councils Complaints Officer in accordance with the Complaints Policy and Procedures and develop systems to monitor and record processes.
- To plan and manage key organisational events such as; AGM, Staff and Volunteer conference, Strategy days, Staff briefings and others as required.

Other Duties

- Develop skills and undertake responsibilities as appropriate which will fulfil the purpose of the role and support the success of the organisation.
- Ensure that work is carried out in accordance with Scottish Refugee Council's values, equality aims, policies and procedures.
- Participate and contribute to organisational/team meetings as required.

Job Description – Personal Assistant to CEO

- Provide reports for senior management as required.
- Undertake any other appropriate duties as required to support the Chief Executive to enable them to fulfil their role.
- Carry out all the duties with complete discretion and a high regard for confidentiality.
- Any other duties relevant to the needs of the organisation and as directed.



Quality	Essential	Desirable
Education and Training	<ul style="list-style-type: none"> • Educated to higher level or be able to demonstrate equivalent experience 	<ul style="list-style-type: none"> • Business Administration or similar qualifications • Experience of working within third sector
Job Experience and skills	<ul style="list-style-type: none"> • Experience of providing high-level administrative support in a senior role • Experience of providing support to a Board of Directors or similar high level committee • Ability to convey information to people clearly and simply • Ability to forward plan and manage a complex and busy diary • Excellent, administrative skills including the ability to identify administrative needs and develop and maintain appropriate systems to meet them • Experience of managing and planning projects, conferences and events • Ability to take accurate minutes, including being able to interpret and sum up complex discussions concisely • Ability to draft routine correspondence and reports • Ability to maintain accuracy and attention to detail • Good negotiation skills • Excellent interpersonal and communication skills including diplomacy • Excellent time management skills with the ability to manage multiple priorities and deadlines • Excellent knowledge of Microsoft Office 	<ul style="list-style-type: none"> • Previous experience of working at Executive level • Shorthand minute taking • Experience of working with a Board of trustees

Person Specification – Personal Assistant to CEO



Quality	Essential	Desirable
Personal Qualities	<ul style="list-style-type: none">• The ability to work effectively with colleagues at all levels and a wide range of senior external contacts in a high pressure environment• Confident and determined with the ability to work on own initiative and as a team member when required• Ability to prioritise, meet deadlines and manage the conflicting demands of a busy workload• Ability to work flexibly and occasionally out with office hours• Complete discretion and an understanding of the need for confidentiality and GDPR• A commitment to the work of Scottish Refugee Council and to the principles of equal opportunities	