

Job description: PA to the Executive Management Team

General

Job Title:	PA to the Executive Management Team
Location:	London
Reporting to:	Executive Director (ED)
Duration:	Permanent contract

Organisational information

Conciliation Resources

Conciliation Resources is an independent international organisation working with people in conflict to prevent violence, resolve conflicts and promote peaceful societies. We provide practical support to help people affected by violent conflict achieve lasting peace. We draw on our shared experiences to improve peacebuilding policies and practice worldwide. We work with partner organisations and individuals to create an environment in which long-term change is possible, supporting key actors in the conflicts (officials, civic actors and politicians) to explore options for progress through dialogue, analysis and access to new thinking; engaging with hardliners and enabling broad participation including marginalised groups. We help civil society groups become more effective in advocating for rights, encouraging debate and achieving policy change, which will contribute to potential reconciliation.

Job Overview

Job Purpose

To provide high quality, comprehensive administrative and executive support to the ED and the Executive Management Team (EMT) in order to ensure:

- Solid administrative and logistical support to the ED's strategic leadership of the organisation; including financial administration, and budget monitoring and reporting.
- Effective support to the EMT comprised of the Executive Director, Chief Operating Officer, Director of Programmes and Director of Policy and Learning.
- The effective coordination of Board meetings and support to the Board of Trustees;

Scope and accountability

The post carries a high degree of responsibility and autonomy for maintaining confidentiality and discretion. The position reports to the ED and will be task managed by the remaining three members of the EMT with regards to their needs. This role sits within the Core and Operations team led by the Chief Operating Officer, and joins their weekly catch-up sessions and away days.

Key tasks and responsibilities

a. Support the Executive Director in their daily work

- Take responsibility for financial administration of the ED's office, ensuring accurate allocation of costs and monitoring expenditure against approved budgets.
- Organise detailed travel arrangements for the ED including but not limited to arranging itineraries, visas, preparation of travel risk assessment forms, accommodation, cash advances, submitting expenses, liaison with relevant teams to arrange meetings, maintain detailed trip folders and reconcile trip reports, credit card expenditure and submitting expenses for the ED.
- Develop and maintain the ED's paper and electronic filing and information systems.
- Assist the ED in maintaining good relations with external contacts and networks; diary management; handling correspondence; meeting and greeting visitors to the office.

- Make and manage appointments in the ED's calendar (including line-management meetings of the postholder and the ED's direct reports).
- Develop and maintain close working relationship between staff and ED's office, responding to staff requests in a timely manner.
- Assist with research and presentations as required, including setting up meeting rooms.
- Attend occasional external meetings, at the request of the ED, take and circulate notes.
- Liaise with the Communications department on any Comms initiatives being led by the ED.
- Attend the Monday morning meeting and provide the ED's update in their absence.

b. Support to members of the EMT

- Provide efficient administrative and logistical support to the EMT members.
- Organise detailed travel arrangements for members of the EMT including but not limited to arranging itineraries, visas, preparation of travel risk assessment forms, accommodation, cash advances, submitting expenses, liaison with relevant teams to arrange meetings, maintain detailed trip folders and reconcile trip reports, credit card expenditure and submitting expenses.
- Assist members of the EMT with administration including printing and collating paperwork, filing, arranging occasional meetings and other administrative tasks as required.
- With input of EMT members, prepare the agendas and provide support for weekly EMT meetings and the bi-monthly Senior Leadership Team (SLT) meetings including the timely distribution of papers to members, ensuring meeting rooms are booked, ready and in good order.
- Coordinate, through minuting and information sharing, the actions of SLT and other meetings as requested, and monitor the implementation of action points, reporting this to the ED/EMT as required.
- Coordinate the quarterly EMT reporting process, diarising deadlines for all applicable staff, providing template documents, sending reminder emails of deadlines, coordinating quarterly report packs for the EMT, status updates to the EMT as required.
- Assist in cross-departmental/organisational projects or initiatives managed by the ED or other members of the EMT including but not limited to:
 - Planning and coordination of staff retreats; sourcing venue, organising catering and other associated logistics, coordination of the agenda, communications to staff of same, booking external attendees and any associated logistics (travel, accommodation etc) and monitoring of all costs in line with the budget.
 - The annual planning process: coordinating EMT/SLT/all staff meetings, organising catering and other associated logistics, coordination of the agenda, diarising deadlines for all applicable staff, tracking annual plan returns and liaising with heads of departments and managers to support timely delivery. Status updates to ED/EMT as required.
 - Strategic plan: coordinating EMT/SLT/all staff meetings, organising catering and other associated logistics, coordination of the agenda, diarising deadlines for all applicable staff, tracking document returns and liaising with heads of departments and managers to support timely delivery. Status updates to ED/EMT as required.
 - Ensure that remote access is enabled to all meetings they arrange, and for other meetings as requested by EMT members.

c. Support to Board of Trustees

- Diarise board meetings, booking and set up of meeting rooms, coordinating catering and other associated logistics.
- Coordinate the production of all papers distributed to Board members, ensure they are circulated in a timely manner and that Board meetings are well supported.
- Provide support to the Board of Trustees in making travel and other arrangements for attending or participating in Board meetings and events.

- Maintain regular, professional and efficient communications with the Chair of the Board and other Trustees.
- Take and circulate minutes of Board meetings.
- Coordinate, through minuting and information sharing, the actions of each meeting, and monitor the implementation of action points, reporting this to the ED/EMT as required.
- Provide support to the Chair of the Board of Trustees in making regular trips to the office in London and other related travel.
- Administer the budget for the Board, with support from the Finance Team.
- Process trip reports and expenses for the Chair and other Board members for participation in CR-related meetings.
- Maintain Trustees profiles on the website.
- Annually provide conflict of interest forms to all board members and provide the returned copies to the HR Manager
- Maintain board profiles in the organisation's contacts database in line with GDPR regulations.
- Liaise with the HR Manager regarding any recruitment and onboarding of Board members.

g. Other

- Act as an exemplar with regard to CR's policies
- Positively engage in CR's work on safeguarding and help us all to keep people safe.
- Positively engage in cross-organisational learning initiatives and promote internal learning.
- Participate in Core and Ops team and other organisational meetings or working groups as required.
- Participate in monthly line management and annual performance appraisals.
- Share information through Conciliation Resources' information and relationship management systems: enter and update contacts on the shared contacts and donor databases, intranet, monitoring and reporting system, and shared files.
- Perform other duties and tasks, consistent with the skills and expertise of the postholder, as required in non-routine circumstances

Person Specification

Experience

- Experience supporting senior executive staff, preferably including support to a team or number of staff.
- Experience of working in an organisation with an international outlook, preferably with experience of working with individuals in different time zones.
- Proven experience of effective administration of meetings including accurate recording and minute-taking.
- Experience of communicating with external bodies or individuals on behalf of a senior executive team.
- Experience of event organisation including logistics, travel (domestic and international including visas and travel booking) and budgeting.
- Experience of working effectively as a link between executive management and other key stakeholders
- Working within a board arrangement desirable
- Proven experience of prioritising own workload and working autonomously.
- Experience of taking fast and accurate minutes.
- Prior experience using content management systems (desirable – training will be provided)

Knowledge

- Good computer literacy and knowledge of MS Office, particularly Excel, and database software.
- Fluent written and spoken English.
- Knowledge of information management systems including databases.
- Knowledge of visa application processes and online travel booking systems (desirable).

Skills/attributes

- Excellent interpersonal and team working skills, including an ability to be diplomatic and persuasive in working with other staff, managers and trustees.
- Excellent written communication skills, including the ability to draft documents and correspondence and accurately transcribe.
- Good friendly verbal communication skills, including cultural sensitivity.
- Discretion in dealing with confidential or sensitive information.
- Excellent organisational skills (i.e. time management, work planning and an ability to work on own initiative).
- Ability to meet deadlines under pressure and calmly manage several competing priorities.
- Commitment to peacebuilding and Conciliation Resources' values.

January 2019