Part 1: JOB DESCRIPTION

JOB TITLE: **Executive PA to the COO**

DEPARTMENT: **OPERATIONS**

LOCATION: **EWELL, SURREY**

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1. POSITION IN ORGANISATION

- Reports to the Chief Operating Officer
- Works closely with the (P/T) Operations Department Coordinator
- Works closely with the PA to the CEO office.
- Works and liaises with all members of staff within the General Office particularly the Executive Directors and all Department Coordinators.

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2. MAIN PURPOSE OF ROLE

To support the COO with a variety of PA and administration duties to enable the smooth running of the COO office and wider Operations department.

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3. SCOPE OF ROLE

This role will be responsible for providing secretarial and communications support to our Chief Operating Officer at Samaritans. You will be arranging meetings, handling communication, and preparing reports and documentation for the Chief Operating Officer.

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4. DUTIES & KEY RESPONSIBILITIES

To support the effective running and coordination of the COO office within key areas;

ADMINISTRATION

- Prioritising the demands on the COO's time, acting as 'gate keeper' when appropriate, and proactively managing their diary to ensure an appropriate balance between priorities
- Responsible for organising COO's contributions to Directorate and board meetings, checking, amending and administering necessary paperwork, ensuring deadlines are communicated and met.
- Coordinating travel and other logistical arrangements for the COO, including organising venues, agendas, hospitality and other needs as required.
- Providing coordination support to the COO's senior management team, including planning and coordinating the SMT meetings and key performance and business planning activities within the Directorate. This activity will be achieved through close collaboration with the Departmental Coordinator for Operations.
- Dealing personally with the COO's correspondence, progresses actions, and monitors responses and deadlines.
- Working alongside the Departmental Co-ordinator to ensure the smooth running of the Operations departments and effective integration with other teams.

COMMUNICATION & PLANNING

- Liaising with key stakeholders on behalf of the COO and maintaining those relationships.
- Coordinating the preparation of reports and documentation for the COO, including drafting speaking sessions and presentations for delivery to internal and external audiences
- Using initiative to ensure that the COO is aware of important, urgent or sensitive issues.
- Assisting the COO in meeting deadlines through pro-active action, timely reminders etc.
- Pro-actively manages the COO's correspondence including emails when appropriate.
- Providing support to other PA's and their Executive Directors, when required.

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5. GENERAL DUTIES OF A SAMARITANS' STAFF MEMBER

- Contribute to the effective and efficient running of the Central Office as appropriate.
- Participate, as appropriate, in staff forums and meetings.
- Adhere to Samaritans' policies and procedures.
- Represent the Central Office appropriately across the organisation and Samaritans to the wider community as appropriate.
- Treat all colleagues, volunteers and members of the public with dignity and work within and adhere to Samaritans' equal opportunities statement and policies.
- Carry out reasonable requests made that are within the broad remit of the role

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6. SKILLS, KNOWLEDGE AND EXPERIENCE

Essential skills

- Substantial experience of providing PA support to senior executives with proven experience of diary management, maintaining complex filing systems, organising board papers and meetings, putting together presentations, conducting research and taking minutes.
- Excellent IT skills with experience of Outlook, Word, Excel, PowerPoint.
- Strong experience of planning executive and senior leadership meetings and compiling concise and accurate minutes and other reports as required.

Desirable skills

- Experience of working in a charity.
- Experience of monitoring and compiling budget reports.

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7. PERSONAL ATTRIBUTES

- Excellent relationship-building skills, demonstrated through an ability to work effectively with others at all levels of the organisation
- Excellent communication skills, both verbal and written
- Is able to multi-task effectively, and to collaborate with others on joint tasks and activities
- Confident style and able to make decisions and to prioritise on behalf of COO
- Adopts a flexible and 'can-do' attitude
- Ability to work effectively under pressure and to cope with changing priorities and deadlines in a fast-paced environment
- Flexibility of hours for ad-hoc cover to include ability to work occasional weekends
- Ability to liaise and correspond with a wide range of people
- Ability to make decisions on behalf of the Executive Directors

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8. QUALIFICATIONS

- GCSE or equivalent, to include English Language essential
- Secretarial qualification/training desirable