

The Cheltenham Trust

Personal Assistant

Role:	Office Administrator
Grade:	E. 40 Hours per week core hours 9am to 5pm, other hours may be required on occasions.
Location:	Able to locate at any site
Purpose:	Support to the Corporate Manager in support of the Trust and the management team in achieving the Trust's aims & values
Responsible to:	Director of Engagement and Programmes

General

- To act as the first point of contact on behalf of the CEO, Executive and Management Team via phone/email and any other relevant correspondence that may have significant impact on the workings of the Trust and its reputation
- To deal efficiently and effectively with matters of a sensitive nature that require diplomacy as the first point of contact
- Good interpersonal and communications skills
- Self-starter who is able to use initiative to support productivity in the organisation
- To manage the diary of the CEO and Trustees and support the Clerk to the Board in preparing and circulating papers

Administration

- Oversee e-records and file appropriately, ensure efficient use of this space for all documentation.
- Provide personal assistance to the CEO, to include appointments, diary administration and travel arrangements; to enable the CEO to utilise time effectively and efficiently; and optimise time available for necessary meetings with clear agendas.
- In advance of meetings, ensure that all documentation is up to date and prepared for forthcoming meetings to support the CEO; follow through with required actions from each meeting.
- Arrange Exec Team/Managers meetings and other meetings including - drafting agenda; organise venues, catering, emails and collation of papers to team;
- Manage the storage and retrieval of Executive Team and charity documents, ensuring these documents are promptly filed and easily accessible and deal with requests from Trustees as appropriate with CEO approvals

Finance Administration

- Process orders against agreed budgets in Agresso; Raise POs for office supplies

Office Administration

- Ensure that the office environment is supported in a diplomatic and sensitive manner to support the smooth operation of the CEO office and work with Trustees and the Chair and working with staff; ensure an efficient and effective professional environment.

- Develop, maintain and co-ordinate operational systems for administrative related activity e.g. filing, e-filing and diaries. Collect post from TH three times a week; collect post from Municipal Office twice a week;
- Maintain a database of the Cheltenham Trust's documents including all policies and procedures, project files (updated regularly) and ensure efficient use of e-filing; ensure that there is clarity on version control, dates, owner and required future action points.
- Maintain clear electronic files and paper files as required by the Chief Executive and Managers for the effective operation of the Trust; deal with back log and bring all filing up to the required efficient and effective standard necessary for a professional office administration function.
- Receive visitors and incoming calls responding to enquiries as required; ensure that all guest visits are prepared for, meetings set up, refreshments available as required; front of house staff informed and the necessary arrangements are effectively administered in an appropriate manner working with the teams at sites; ensure all equipment is in place in preparation for meetings (IT and conference call)
- Order stationery/furniture/postage/maintenance as requested; (franking machine credits and maintenance, maintenance of printers and ordering stationery and toner, stationery orders and keeping stationery cupboard tidy and managing stock)
- Manage the Trust's main enquiries email (enquiries@cheltenhamtrust.org.uk). Ensure that the enquiries are directed to the appropriate member of staff and inform the CEO of important and significant matters
- Manage the Trust's main enquiries phone calls; ensuring a courteous and helpful manner in addressing all enquiries; refer to the appropriate person to take enquiries forward; ensure that the person concerned has the appropriate information

Person Specification

Knowledge and Experience

- Experience or equivalent of working in a busy customer focused organisation balancing multiple priorities in a calm and effective manner.
- Experience of handling sensitive and confidential information
- Experience of providing personal assistance to a senior Executive of an organisation.
- Experience of organising and servicing meetings
- Experience of providing personal assistance support in an office environment to ensure smooth organisation of the shared office environment
- Experience of processing orders and working with finance systems

Skills and Abilities

- Excellent written and verbal communication skills and diplomacy
- Good interpersonal skills which includes the ability to manage confidently and competently the demands of a range of key stakeholders, member of the team and trustees
- Good ICT skills, including Word, PowerPoint, Excel and Outlook, ability to use new technologies to aid business development in support of the CEO and team
- The ability to plan and prioritise in a demanding environment undertaking this in an effective and calm manner.
- Proactive and able to work on own initiative with limited supervision.