PROGRESSIVE
BUILDING SOCIETY

# *Job Description - Staff*

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| ***JOB FAMILY:*** | Human Resources |
| ***JOB TITLE:*** | Executive Administrator |
| ***REFERENCE #:*** | Staff |
| ***LOCATION:*** | Head Office |
| ***REPORTS TO:*** | Head of HR |
| ***JOB PURPOSE:*** | The role will be responsible for managing front-of-house activities, coordinating a wide range of administrative tasks, supporting leaders and teams with organisational activities, and ensuring the smooth day-to-day operation of the Head Office environment. |
| ***KEY TASKS:*** | ROLE SPECIFIC<br><br>**Reception & Front of House**<br>• Act as the first point of contact for visitors, providing a professional and welcoming reception service.<br>• Answer and direct telephone enquiries promptly and efficiently.<br>• Manage visitor sign-in procedures and maintain visitor records.<br>• Coordinate meeting room bookings and ensure rooms are prepared for meetings.<br>• Arrange refreshments for internal and external meetings where required.<br>• Handle incoming and outgoing post and courier deliveries.<br>• Maintain reception, meeting room and communal areas to a professional standard.<br><br>**Executive & Leadership Support**<br>• Manage diaries for senior leaders and coordinate meeting arrangements.<br>• Schedule internal and external meetings, resolving diary conflicts where necessary.<br>• Coordinate meeting invitations, agendas and supporting documentation.<br>• Arrange travel, accommodation and itineraries for leaders and colleagues where required.<br>• Maintain confidentiality when handling sensitive business information.<br><br>**Meeting Administration**<br>• Coordinate meeting logistics and venues.<br>• Attend meetings and accurately record minutes, actions and decisions.<br>• Maintain action logs and track completion of actions.<br>• Distribute minutes and follow-up communications. |

- Support with preparation for board meetings including administration and distribution of meeting packs.
- Support governance committees and working groups with administrative requirements.

**Event Coordination**

- Organise internal and external events, workshops and conferences.
- Coordinate staff engagement activities and events.
- Coordinate learning and development activities.
- Coordinate catering, venue bookings and supplier arrangements.

**General Administration**

- Produce, format and proofread correspondence, reports and presentations.
- Maintain accurate filing systems, both electronic and paper-based.
- Order office supplies and maintain appropriate stock levels.
- Coordinate supplier invoices and purchase requests in accordance with company procedures.
- Assist with maintaining organisational charts and employee records.
- Assist with recruitment administration.
- Assist with health and safety administration.

ROLE GENERIC

- Contribute to the achievement of the Society's Corporate Plan.
- Participate in the day-to-day activities of the team and work effectively as a team member, ensuring that the highest standards of member service and work output are achieved.
- Keep abreast of the latest innovations and developments, relative to your remit.
- Ensure compliance at all times with Society, regulatory and statutory requirements.
- Help implement new practices, positively responding to change and make suggestions to drive continuous improvement.
- Meet performance measures and KPIs set for you and your team.
- Communicate in a timely and effective manner with members of your team and other parts of the business.
- Participate in training & development opportunities.

GENERAL

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| | • Demonstrate the Society's values in behaviours and actions.<br>• Produce the highest standard of work possible in accordance with the Society's Policies, Codes of Practice and operational procedures.<br>• Comply with Information & Cyber Security controls as relevant to your day to day duties.<br>• Work safely as a member of a team to carry out Health & Safety working practices.<br>• Carry out any other function necessary for the smooth running of the branch / department.<br>**All Job Descriptions are subject to review and amendment at any time as dictated by Society needs.** |

I acknowledge receipt of this job description

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| **Signed Name :** | | **Date:** | |
| **Print Name:** | | | |