

Praxis Care Job Description

Position, Title & Grade:	Personal Assistant to Director / Regional Director
Location:	Head Office, Belfast
Reporting to:	Director / Regional Director
Function/Department:	Corporate Services

Job Purpose/Summary:

To provide a professional, efficient, personal and confidential support service, undertaking all aspects of administration required to support the Director to meet key strategic objectives. To assist the Director with projects to ensure that the project is delivered on time and on budget. Managing diaries, co-ordinating meetings, events and relevant activities to ensure that urgent matters are given priority and all tasks are completed within agreed timescales. To manage all internal and external communication, taking appropriate action on behalf of Director and to develop and maintain systems and procedures to support the Director to manage competing pressures.

Key Accountabilities

- To support the Director by actively participating in projects including planning and documenting specific project goals, deliverables, features, functions, tasks, deadlines and costs to ensure that the project is delivered on time and on budget.
- To act as principal point of contact for the Director as a professional interface, screening calls and exercising judgement to prioritise urgent and important items. To resolve or refer queries to the relevant person for response and / or to respond on behalf of the Director where appropriate.
- To manage all correspondence on behalf of the Director, identifying issues requiring urgent action and ensuring that responses are provided within timescales. To liaise with relevant parties using initiative, discernment and sensitivity to co-ordinate responses to ensure appropriate actions are taken and contacts responded to within required timescales to ensure satisfactory outcomes. To ensure that the Director is notified of anything that needs attention.
- To draft correspondence on behalf of the Director and to research, co-ordinate, collate and draft presentations and reports and analysis of same, ensuring accuracy and reliability of information and that time is allocated for the Director to review and approve these where applicable.
- To co-ordinate internal meetings and ensure that attendees are provided with key information in advance of and following meetings, including creation and distribution of agenda, reports and papers. To ensure minutes are taken and circulated and that all action points are addressed within agreed timescales.
- To liaise with external agencies to ensure the Director is prepared for meetings with the necessary documentation and information. To proactively follow up actions on the Director's behalf, as appropriate, and provide and record updates.
- Proactive and efficient diary management maintaining a high degree of awareness of workload and commitments, anticipating actions and requirements and ensuring that urgent matters are given priority and that the Director is kept up to date with the progress of activities. Forward thinking and planning to anticipate needs for meetings and activities and regular monitoring of the diary to ensure effective time management in the context of changing priorities, including scheduling and rescheduling appointments and making travel arrangements as required.
- To become familiar with the Organisation's Management Information Systems to enable the post holder to update, maintain and interrogate the systems to extract relevant information on the Director's behalf. To manage sensitive data and information in a confidential manner, make any relevant changes or reviews as necessary and maintain secure management of restricted material

- To establish and maintain effective records and filing systems in relation to Director's area(s) of responsibility and ensure these are kept up to date and reviewed regularly. To maintain the departmental Information Asset Register and ensure that all information is handled according to the organisation's policies relating to storage, retention and disposal of records.
- To continuously prioritise and organise workload to respond to demanding, urgent and competing deadlines. To contribute to the overall organisational effectiveness, working as part of a dynamic PA team, including the provision of cover and support within the team as required.

Requirements of the Role

- You will be required to be involved in the company performance management process
- To adhere to, and model the company values, behaviours and competencies at all times
- To carry out all duties of the post in accordance with Praxis rules, regulations and policies
- To carry out additional duties of the role and all other required duties as and when necessary

The above mentioned duties are not exhaustive and the post holder will be required to carry out other duties as and when necessary. It should be noted that stated duties or location associated with the post may change to meet the future needs of the Organisation.

	Direct/Internal	Indirect/External
Budget	0	0
Staff	0	0
Liaison & Influence	Liaison with other PA's, Directors, Managers and employees throughout the Organisation to CEO level.	Liaison with professional bodies, external parties, Trade Union representatives, core community groups, etc.

Criteria	Essential	Desirable
Education/Training Qualifications and Experience	• GCSE English and Maths at grade C or above, or equivalent and 2 years' experience in a similar role OR 3 years' experience in a similar role • Excellent working knowledge and proficiency in Microsoft Office Suite to include Word, Excel, PowerPoint & Outlook • Previous experience of Diary Management to Senior Management level	• Educated to Advanced Level (A-Level) Standard • European Computer Driver Licence (ECDL), or equivalent • 5 years' experience working to Middle/Senior Management level • Experience of minute taking • Experience of drafting formal response documentation on behalf of Senior Management

Skills & Competencies	• Ability to prioritise workload to meet competing deadlines • Ability to use judgement and discernment in varied situations • Highly developed communication skills both oral and written • Understanding and appreciation of the importance of confidentiality. • Ability to adapt and work effectively under pressure and to deadlines • Advance organisational skills	
Attributes	• Articulate, confident and friendly telephone manner. • Ability to multitask • Reliable, personable and positive in approach • Meticulous and proactive • Flexible – willing to help with a range of tasks. • Able to work on own initiative	☐ Full valid driving licence and access to own car on appointment

Decision Making Authority	Recommendation Types and Levels
• Ability to make medium level decisions on behalf of the Director within pre-agreed parameters. • Ability to make adjustments to the diary of the Director to ensure effective management of time to ensure all matters are addressed in relation to their urgency.	☐ Ability to recommend improvements to working practices, suggest solutions to key issues and resolve day to day queries on behalf of the Director.