JOB DESCRIPTION

POSITION: Personal Assistant
RESPONSIBLE TO: Commercial Director & Finance Director

OVERALL RESPONSIBILITY:
The PA provides extensive administrative and project support for the Commercial Director and Finance Director, including detailed and complex diary management, meeting support, travel planning, event/project management and working closely with the EA to the CE to ensure clear communication between the CE and the CD & FD.

The PA manages the process for production and distribution of internal papers (agendas, minutes, actions, etc).

DUTIES

1. PA/Administrative support to the Commercial Director and Finance Director:
   - Extensive internal and external diary management for the Commercial Director and Finance Director
   - Travel arrangements
   - Email monitoring and actions
   - CD & FD office management
   - SMT HR support (ie appraisal process management, annual leave, sickness, assisting with escalated HR issues such as grievance and disciplinary matters, SMT training, recruitment)
   - Committee/Board/Association membership administration and support (NAA, NLBB, HBB, AEV etc)
   - Research and information gathering
   - Document preparation - reports, briefings, correspondence, PowerPoint presentations, etc
   - Consultation and advising the CD & FD as required
   - Organising meetings and events
   - Coordination of client complaints process
   - Supporting the CD & FD on the budgets and re-forecasting process
   - Minute taking and distribution for APTL Board Meeting x4 per year, Financial Reporting Audit Committee (FRAC) x 4 per year and other meetings as required by Commercial Director & Finance Director
- Extensive research using internet, publications and other various resources
- Managing archiving and storage process
- Managing stationery orders and expenditure
- Project management of tender and review processes, in consultation with relevant Director/s
- Organisation-wide central point of contact for the Executive

2. Financial support

- Reviewing and reconciling the CD’s internal budget
- Reconciling expenses and credit card statements for the Executive Team as required

3. Committees and Boards

- To co-ordinate and schedule internal and external meetings ensuring highly effective diary control and the preparation and dissemination of materials
- With relevance to the Executive Team, support preparation of papers for meetings of the various Boards, which may include:
  - Trust Board in conjunction with LBH Committee section
  - Trading Company Board in conjunction with Commercial Director
  - Finance HR and Audit Committee in conjunction with Finance and Resources Director
  - Statutory Advisory and Consultative Committees in conjunction with LBH Committee section
  - Other Committees and groups as required

4. Organisational/Operational Support

- Organise and attend meetings, taking minutes and noting action points where agreed, and ensure that the CD & FD are well-briefed for all meetings
- Support the CD & FD in prioritising daily/weekly/monthly routines and keep abreast of the CD’s & FD’s movements
- Support development of policy and processes across APTL business operations
- Support review and selection of database/calendar package to support AP’s Sales function
- Work with the Executive team to review and improve AP’s new staff induction experience
- Provide backup support to the CE in the absence of the EA to the CE
- Handle all confidential documents and maintain strict confidentiality throughout
5. Administrative Support

- To be the first point of contact for all enquiries related to the CD & FD; ensuring that they are acted upon efficiently and to a high standard or fielded effectively were necessary.
- To provide a full administrative and secretarial support to the CD & FD, including drafting reports, letters, articles and speeches where appropriate.
- To undertake the necessary preparation for meetings i.e. preparing background material and ensure that all project files are kept up-to-date
- To draft and/or prepare correspondence on behalf of the CD & FD
- To implement and maintain an efficient filing system to provide structure and an effective reference resource at all times
- To ensure the smooth operation of the CD’s & FD office (stationery and IT)

6. Customer Service

- To deliver exemplary customer service consummate with the events/leisure business and within the protocols of a public sector-led business
- To meet and greet visitors at all levels of seniority and to provide refreshments as and when required

7. Regeneration

- To provide administrative and project support for the Regeneration team as agreed with the CD & FD, which may include tender coordination and support, scheduling of meetings, capturing actions and minutes at meetings, coordination of specialist events and displays

8. Personal Responsibilities

- Lead by example and demonstrate desire to share expertise, knowledge and skills with other team members
- Take responsibility for the implementation of initiatives within own sphere of duties
- To prioritise and organise own workload to be able to deliver against deadlines

9. Other

- To be available to work (occasionally) unsociable hours, evenings, weekends and bank holidays when required
- To undertake any other duties which are consistent with the basic objectives and or/ duties of the post

Discover your Ally Pally.
**Personal Assistant - SKILL SPECIFICATION**

<table>
<thead>
<tr>
<th>SKILLS</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
</table>
| **Key Experience** | • Excellent communication skills (both verbal/written) achieved whilst supporting a senior level team.  
• Experience in the preparation and editing of Board papers and associated documents.  
• Experience of reviewing budgets and identifying variances.  
• Excellent interpersonal skills to be able to liaise effectively at all levels.  
• Confident, assertive whilst maintaining confidentiality and discretion.  
• Methodical and pragmatic approach to working.  
• Ability to meet deadlines. | |
| **Skills / Ability** | • Typing speed 60 wpm  
• Able to prioritise own workloads and to be able to work on one’s own initiative.  
• Excellent organisational and administrative skills.  
• Advanced knowledge of Microsoft Office 2010 - Word, Outlook, Excel, PowerPoint  
• Polite, professional, customer-oriented telephone manner  
• Organised and methodical. Ability to multi-task.  
• Excellent attention to detail, flexible, adaptable and prepared to be ‘hands on’.  
• Client focussed.  
• Ability to work as part of a team.  
• Ability to draft clear and focused letters and reports. | • Shorthand |
| **Knowledge / Experience** | • Proven experience of working at an Executive Team level.  
• Experience of managing projects.  
• Knowledge of office and administrative procedures and processes.  
• Experience of producing effective minutes / agendas | Experience of working in hospitality/events industry |
| **Others** | • Understanding of Equal Opportunities.  
• To occasionally work unsociable hours, (i.e. weekends, evenings, Bank Holidays). | |