

PA to MD

Generic title	Assistant
General Description	<p>A technical or functional support role expected to support closely defined tasks within company procedures and industry standards. The person will receive instruction, tasks and guidance from a more senior manager.</p> <p>In operations they will assist project and construction managers.</p> <p>In commercial they will assist buyers, planners, estimators and surveyors</p>

Competencies

Achieving Results	<p>Sets clear and appropriate goals that consider the bigger picture</p> <p>Drives well to achieve consistent results</p> <p>Delivers a quality performance consistently</p>
Analytical thinking and decision making	<p>Rational and systematic analysis of situation to enable decisions on more varied issues</p> <p>Questioning the evidence to evaluate issues</p>
Communication	<p>Ability to choose most appropriate style of communication</p> <p>Able to listen actively by which we mean hearing and interpreting what is said</p> <p>Demonstrating sound questioning techniques</p>
Dealing with change	<p>Positive attitude to change when presented</p> <p>Contributes to change in own area of work</p>
Teamwork	<p>Contribute to the overall team objectives</p> <p>Understand how to be part of a team</p> <p>Regularly cooperate with team members</p>
Leadership	<p>Ability to take control of situations within one's sphere of influence</p> <p>Assume responsibility – organising and guiding where necessary</p>
Managing resources	<p>Works effectively within time and budget constraints set by others</p> <p>Looks to complete on schedule and recover slippage</p>
Negotiation	<p>The ability to discuss and agree priorities</p>
People Development	<p>Can respond within tested frameworks of development to identify own needs</p> <p>Uses personal experience to build own skills</p>

Role definition

Summary of role	<p>Provide a flexible, confidential and efficient secretarial administrative service to the managing director by undertaking a wide range of complex tasks and responsibilities.</p>
Responsibilities and accountabilities	<p>Provide confidential administrative and PA support to the managing director and commercial director</p> <p>Diary management for the managing director & commercial director, organising meetings with staff members, members of the Board, and key external customers</p> <p>Take a proactive approach in order to ensure that the managing director is fully prepared and briefed for all engagements, both internal and external</p> <p>Supervise the day-to-day workload of the administration assistant supporting the finance director and the commercial director</p> <p>Maintain the managing director files, records and documentation in an organised and systematic basis, paper based and electronic, on a regular</p>

	<p>basis to ensure it is kept up to date</p> <p>Answer phones and direct all incoming calls appropriately promptly and efficiently</p> <p>Receive and action all incoming and outgoing electronic communications as indicated and within a reasonable timescale</p> <p>Review and summarise miscellaneous reports and documents; prepare background documents and outgoing mail as necessary</p> <p>Prioritise and manage multiple projects simultaneously, and follow through on issues in a timely manner</p> <p>Implement arrangements to support the daily activities of the managing director including travel arrangements, arranging functions and other professional activities supporting their work</p> <p>Assess and determine priorities and actions, in liaison with the managing director and ensure that appropriate action is taken within timescale to ensure that problems are resolved</p> <p>Manage high level coordination between staff at all levels of the organisation, in order to produce papers and reports with key stakeholders</p> <p>Ensure that all company and Board meetings are properly convened, constituted, conducted and recorded. Take necessary steps to ensure that all decisions made are communicated to the relevant parties and that actions are taken forward and implemented</p> <p>Ensure that Board members have the information and support they require to operate effectively, this may include coordinating overseas visits</p> <p>Deal with and support other general administrative matters, as agreed</p> <p>Undertake any other reasonable tasks as requested by the managing director</p> <p>Provide exemplary leadership in full support of our Perfect Delivery philosophy and Values</p>
<p>Qualifications, training and technical knowledge</p>	<p>Demonstrable experience in an administration/executive assistant/PA role in a highly pressurised environment requiring tact, judgment and discretion in handling internal and external contacts</p> <p>Experience of diary management/researching and booking of travel and accommodation</p> <p>Experience of successfully working with senior management</p> <p>Public sector experience would be an advantage</p> <p>Must be proficient with the keyboard and ICT applications</p> <p>Expert level in the use of Outlook</p> <p>Intermediate level in the use of Word, Excel and PowerPoint</p>
<p>Attributes and skills</p>	<p>Some supervision skills</p> <p>Ability to manage a given list of tasks</p> <p>Ability to work well either alone or as part of a team</p> <p>Some knowledge of construction practices and standards within their subject</p> <p>Good writing, analytical and problem solving skills</p> <p>Ability to follow oral and written instructions</p> <p>Ability to handle situations and problems</p> <p>Know when to ask for help and guidance</p>