## PA to MD

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| **Generic title** | Assistant  |
| **General Description** | 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. In operations they will assist project and construction managers. In commercial they will assist buyers, planners, estimators and surveyors  |

## Competencies

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| **Achieving Results** | Sets clear and appropriate goals that consider the bigger pictureDrives well to achieve consistent resultsDelivers a quality performance consistently  |
| **Analytical thinking and decision making**  | Rational and systematic analysis of situation to enable decisions on more varied issuesQuestioning the evidence to evaluate issues  |
| **Communication** | Ability to choose most appropriate style of communicationAble to listen actively by which we mean hearing and interpreting what is saidDemonstrating sound questioning techniques  |
| **Dealing with change** | Positive attitude to change when presentedContributes to change in own area of work  |
| **Teamwork** | Contribute to the overall team objectivesUnderstand how to be part of a teamRegularly cooperate with team members |
| **Leadership** | Ability to take control of situations within one’s sphere of influence Assume responsibility – organising and guiding where necessary |
| **Managing resources**  | Works effectively within time and budget constraints set by othersLooks to complete on schedule and recover slippage  |
| **Negotiation**  | The ability to discuss and agree priorities |
| **People Development**  | Can respond within tested frameworks of development to identify own needsUses personal experience to build own skills  |

## Role definition

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| **Summary of role**  | Provide a flexible, confidential and efficient secretarial administrative service to the managing director by undertaking a wide range of complex tasks and responsibilities. |
| **Responsibilities and accountabilities**  | Provide confidential administrative and PA support to the managing director and commercial directorDiary management for the managing director & commercial director, organising meetings with staff members, members of the Board, and key external customersTake a proactive approach in order to ensure that the managing director is fully prepared and briefed for all engagements, both internal and externalSupervise the day-to-day workload of the administration assistant supporting the finance director and the commercial directorMaintain the managing director files, records and documentation in an organised and systematic basis, paper based and electronic, on a regular basis to ensure it is kept up to dateAnswer phones and direct all incoming calls appropriately promptly and efficientlyReceive and action all incoming and outgoing electronic communications as indicated and within a reasonable timescaleReview and summarise miscellaneous reports and documents; prepare background documents and outgoing mail as necessaryPrioritise and manage multiple projects simultaneously, and follow through on issues in a timely mannerImplement arrangements to support the daily activities of the managing director including travel arrangements, arranging functions and other professional activities supporting their workAssess 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 resolvedManage high level coordination between staff at all levels of the organisation, in order to produce papers and reports with key stakeholdersEnsure 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 implementedEnsure that Board members have the information and support they require to operate effectively, this may include coordinating overseas visitsDeal with and support other general administrative matters, as agreedUndertake any other reasonable tasks as requested by the managing directorProvide exemplary leadership in full support of our Perfect Delivery philosophy and Values |
| **Qualifications, training and technical knowledge**  | 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 Experience of diary management/researching and booking of travel and accommodationExperience of successfully working with senior managementPublic sector experience would be an advantage Must be proficient with the keyboard and ICT applicationsExpert level in the use of OutlookIntermediate level in the use of Word, Excel and PowerPoint |
| **Attributes and skills**  | Some supervision skillsAbility to manage a given list of tasksAbility to work well either alone or as part of a teamSome knowledge of construction practices and standards within their subjectGood writing, analytical and problem solving skillsAbility to follow oral and written instructionsAbility to handle situations and problems Know when to ask for help and guidance  |