## 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 picture  Drives well to achieve consistent results  Delivers a quality performance consistently |
| **Analytical thinking and decision making** | Rational and systematic analysis of situation to enable decisions on more varied issues  Questioning the evidence to evaluate issues |
| **Communication** | Ability to choose most appropriate style of communication  Able to listen actively by which we mean hearing and interpreting what is said  Demonstrating sound questioning techniques |
| **Dealing with change** | Positive attitude to change when presented  Contributes to change in own area of work |
| **Teamwork** | Contribute to the overall team objectives  Understand how to be part of a team  Regularly 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 others  Looks 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 needs  Uses 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 director  Diary management for the managing director & commercial director, organising meetings with staff members, members of the Board, and key external customers  Take a proactive approach in order to ensure that the managing director is fully prepared and briefed for all engagements, both internal and external  Supervise the day-to-day workload of the administration assistant supporting the finance director and the commercial director  Maintain 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 date  Answer phones and direct all incoming calls appropriately promptly and efficiently  Receive and action all incoming and outgoing electronic communications as indicated and within a reasonable timescale  Review and summarise miscellaneous reports and documents; prepare background documents and outgoing mail as necessary  Prioritise and manage multiple projects simultaneously, and follow through on issues in a timely manner  Implement arrangements to support the daily activities of the managing director including travel arrangements, arranging functions and other professional activities supporting their work  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  Manage high level coordination between staff at all levels of the organisation, in order to produce papers and reports with key stakeholders  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  Ensure that Board members have the information and support they require to operate effectively, this may include coordinating overseas visits  Deal with and support other general administrative matters, as agreed  Undertake any other reasonable tasks as requested by the managing director  Provide 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 accommodation  Experience of successfully working with senior management  Public sector experience would be an advantage  Must be proficient with the keyboard and ICT applications  Expert level in the use of Outlook  Intermediate level in the use of Word, Excel and PowerPoint |
| **Attributes and skills** | Some supervision skills  Ability to manage a given list of tasks  Ability to work well either alone or as part of a team  Some knowledge of construction practices and standards within their subject  Good writing, analytical and problem solving skills  Ability to follow oral and written instructions  Ability to handle situations and problems  Know when to ask for help and guidance |