



VICTORY SERVICES CLUB

## JOB DESCRIPTION Executive Support Assistant

Job Title:	Responsible for:	Responsible to:
Personal Assistant	N/A	CEO

### Primary Role:

To provide direct support to the CEO and flexible support to the Senior Management Team (“SMT”).

### Specific Tasks:

- To manage the CEO’s diary and book meetings as required.
- Manage the CEO’s email in-boxes.
- Receive all incoming surface mail to the offices of the CEO, Operations Director and the Finance and HR Director, (who comprise the Senior Management Team) open and distribute it as appropriate.
- To respond and deal with all internal and external enquiries to the CEO’s office, directing them where necessary to appropriate departments.
- To manage the CEO’s correspondence, including tying letters and the preparation of Board papers.
- Provide administration support to the Senior Managers (booking meeting rooms, note taking, typing).
- Coordinate administrative arrangements for meetings in the Club involving the CEO.
- To support the SMT in ad-hoc projects.
- Create and maintain Club events and key dates calendar.
- Coordinate Trustee attendance at Council and Committee Meetings.
- To prepare and distribute Council, Executive and other Board level meeting papers and minutes of meetings within agreed deadlines.
- To take minutes of meetings, if required.
- To liaise with Staff, Trustees, Members, guests and the general public in a way that promotes a positive image and to work co-operatively as part of the Management Team office.
- To work at all times in accordance with and to further the policies and procedures of the VSC, including those regarding Health & Safety, Equal Opportunities and Customer Care.
- To attend relevant training events and meetings as required.
- Any other duties as appropriate to the post.

### Health & Safety and Environment:

- Adhere to the direction and guidance given in the VSC Staff and Safety Handbook.
- Be proactive in advancing policies and practices, participating in internal workshops and development groups.
- Use energy resources efficiently and sparingly. Recycle waste where appropriate and to stop or report any wasteful practices.

### Previous Experience / Skills:

#### Essential Experience:

- Excellent Microsoft Office skills.
- Previous administrative skills.

**Essential Personal Attributes:**

- Ability to multi-task and work to tight deadlines.
- High professional standards with a commitment to accuracy.
- The ability to work and maintain confidentiality.
- Integrity and resilience, with a can do, hands on approach.
- Team player, with an ability to inspire respect from stakeholders.
- Commitment, loyalty, honesty and fairness.
- Ability to build and maintain positive and productive working relationships across the organisation.
- Comfortable working in a standalone position.

**Desirable:**

- Knowledge of the Armed Forces, including as a spouse of a serving, or former serving member of the UK Armed Forces.
- Experience of working within the Charity sector.
- Experience of hospitality business.

Issued by (name/job title):	Signed:	Date:

Acknowledged by (name):	Signed:	Date: