

# Executive Assistant Support and Administrator

## Job Description and Person Specification

**Deadline for application forms: Monday 6th December 2021**

Email your completed application form to: [neha@challcon.com](mailto:neha@challcon.com)

**Assessments will be held on: Thursday 9th and Friday 10th December**

**Interviews will be held on: Wednesday 15th December**

Established in 1985, Challenge Consultancy Ltd specialises in the provision of diversity and inclusion training services. With the acquisition of several prestigious clients including The Houses of Parliament, L'Oreal Paris, the Barbican, and numerous universities and charities we are experiencing increasing demand.

Since inception, Challenge has assisted organisations to address equality issues and incorporate them into their policies and systems, their practices and their culture.

Training courses, programmes, workshops and consultancy are delivered by Challenge's Chief Executive and Founder, Femi Otitaju, its Training Director, our Training Manager and diverse range of Associate Trainers. The operational delivery, business development and course reviews are undertaken by a small office-based core team.

Reporting to the Delivery Manager, this role combines administrative tasks related to our delivery as well as support to the Executive Assistants for our Training Director and Training Manager. Most duties will be carried out in conjunction with other members of the administration team. The postholder will be skilled at multi-tasking, prioritising and excellent customer service to ensure our staff, associates and clients receive a high-quality service.

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#### MAIN DUTIES AND RESPONSIBILITIES

##### 1. Executive Assistant Support:

Provide the Executive Assistant to the Training Director and other key senior people with excellent support, including:

- Managing the diary, overall and in general. Organising telephone calls and meetings
- Attending and servicing meetings, as required
- Reminding and alerting to up-coming courses, meetings, telephone calls and events
- Liaising with clients
- Conducting research as required
- Proofing and updating reports and presentations
- Support in co-ordinating projects
- Making travel and hotel arrangements

##### 2. Administration of services:

- Use the database to manage training bookings and other services, maintain the diary, organise meetings and track new and existing client information.
- Liaise with customers and training associates.
- Support the in-house training team as required.
- Arrange all that is required for the efficient running of training courses including bookings of actors, hotels, travel.
- Collation, analysis and processing of training evaluations.

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- Formatting and visual design of course materials.
- Prepare course materials including photocopying.

### **3. General office duties, along with the rest of the team the role holder will:**

- Deal with telephone calls and e-mail enquiries, or pass on email enquiries to relevant team members
- Update computer-based information
- Supply general administrative support
- Manage the meeting room
- Advising and supporting the team with use of equipment, e.g. photocopier, laminating, computers, projectors etc.

### **4. Supporting services:**

- Maintain and promote the provision of our services with limited environmental impact
- Maintain and improve systems which promote recycling in the organisation
- Responsible for keeping the office tidy, safe and in line with health and safety requirements
- Creating powerpoint slides and updating training materials
- Data processing and entry
- Updating computer and database records
- Filing – physical and electronic

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### 5. Potential Office support:

- Organise and oversee office repairs and maintenance including of equipment e.g. printers, computers
- Monitor office contracts to ensure renewals are completed in a timely manner
- Monitoring stock levels and ordering of office supplies

### 6. Other:

- Work within Challenge Consultancy's Equality, Diversity and Inclusion and other policies
- Such other duties as may be required, and which are consistent with the post outlined
- Low-level maintenance of the Challenge server and backup system
- Carrying out small projects

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**Assessment Stage:** Application Form = A    Test = T    Interview = I

| <b>Experience</b>   | <b>A</b> | <b>T</b> | <b>I</b> |
|---|----------|----------|----------|
| Experience of working to a high-quality standard in an office administrative role   | ✓        |          | ✓        |
| Experience of using databases and a wide range of Microsoft computer applications, in particular Word, Outlook, Excel and PowerPoint  |          | ✓        | ✓        |
| Experience of producing reports, analysing statistics and creating charts   | ✓        | ✓        |          |
| <b>Knowledge</b>  |          |          |          |
| An understanding of and interest in the issues surrounding inequality in society today  | ✓        |          | ✓        |
| Willingness to organise office maintenance  | ✓        |          |          |
| An understanding of and interest in the issues surrounding environmental issues related to an office environment  | ✓        |          |          |
| <b>Skills and Abilities</b>   |          |          |          |
| Excellent communication skills, both written and oral, and ability to deal effectively with colleagues and customers face-to-face, by email and on the telephone in a friendly manner |          | ✓        | ✓        |
| Excellent planning and organisational skills  | ✓        | ✓        |          |
| Ability to work flexibly, take initiative and problem solve   | ✓        |          | ✓        |
| Excellent attention to detail and accurate data entry   | ✓        | ✓        | ✓        |
| Ability to prioritise and to work to deadlines with good time management skills   |          | ✓        | ✓        |
| Good at working calmly under pressure and multi-tasking   |          | ✓        | ✓        |
| Ability to work independently, as well as being a proven team member  | ✓        |          | ✓        |
| Good overall practical IT skills  |          |          | ✓        |

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### Main Terms and Conditions

**Job Title:** Executive Assistant Support and Administrator

**Hours:** 30 – 40 hours per week

**Term:** Permanent

**Salary:** The salary is £23,000, going up to £24,000 per annum on successful completion of six month probationary period

Part time Monday to Friday required. Pay pro-rata if less than 40 hours per week

**Annual Leave:** Full time employees are entitled to 20 days holiday in each Holiday Year plus Bank and other statutory holidays occurring during the course of your employment, part time employees receive a pro-rata entitlement

Appointments subject to receipt of satisfactory references and a probationary period of 6 months.

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