THE COLLEGE OF OPTOMETRISTS

JOB DESCRIPTION

Executive Assistant (Chief Executive)

Department:	Chief Executive's Department
Reports to:	Governance Manager
Key Internal Relationships:	Chief Executive
Chair, Board of Trustees
College President and other Officers
Council
Board of Trustees
Lay Advisory Panel (LAP)
Executive Assistants
Office Services Manager
HR team
Reference Groups
Key External Relationships:	Suppliers of accommodation, travel and other services
Caterers
Other Optical Bodies
Members and stakeholders of the College

Purpose of the Role

To provide high quality support as required for the Chief Executive under the direction of the Governance Manager, by establishing and maintaining effective procedures and supporting the varied activities and projects including:

• Diary management for the Chief Executive including coordination of internal and external meetings and committees.

• Supporting the governance of the College, through the efficient running of its Council, Board and Committees.

• Providing administrative support for the Chair of the Board of Trustees and College President, and other Officers as required and directed by the Chief Executive.

• Coordinating business systems and procedures for the Chief Executive's Department and ensuring the smooth running of the Department

• Supporting any projects being managed within the Chief Executive's Office.

• Contributing to enquiry and stakeholder management via telephone, post, shared email boxes, CRM and other systems.

Main Responsibilities
The post holder will be expected to define and develop this role as the work of the department evolves. Responsibilities will include:

Support for the Chief Executive

1. Diary management, ensuring the effective utilisation of time available.

2. Arranging meetings which ensure the 'best fit' with all diaries and inform participants of arrangements made.

3. Administer department budgets as required – processing invoices and receipts and reconciling credit card statements.

4. Contribute to enquiry and stakeholder management via telephone, post, shared email boxes, CRM and other systems, responding directly to enquiries where appropriate ensuring that these contain high standards of spelling, grammar and presentation.

5. Book travel and accommodation, including overseas travel from time to time, ensuring that the best rates are negotiated and that all arrangements are confirmed and appropriate information is forwarded to the correct person.

Committee meeting support

6. Co-ordinate the annual meetings schedule for Board of Trustees, Council and other Committees and make any necessary arrangements to set up virtual, face to face or hybrid meetings. This includes setting up Teams or Zoom facilities, booking rooms and equipment and providing refreshments and meals as required

7. Prepare and distribute agendas and papers for Committee meetings as directed by the Governance Manager ensuring that deadlines for distribution are met.

8. Maintain accurate and up to date contact lists for all the committees.

9. Take minutes of all Board, Council and LAP meetings and ensure that these are promptly produced and distributed as appropriate.

10. With the Chief Executive, draft the Board Chair's briefing for Trustees' meetings and President's briefing for Council meetings.

11. Maintain a filing and archive system for all Committee papers.

12. Book travel and accommodation for Council members and Trustees as required, ensuring best value for money at all times.

13. Support the Governance Manager in arranging events as required for Officers, Board of Trustees, Council, the LAP and the Senior Management Team e.g. away days, dinners and local network events.

14. Check expense claim forms and credit card statements from Council members, trustees and staff, and invoices from suppliers, for approval by the Governance Manager.

Other Governance Work

15. Support the Governance Manager with the election of Council members, Officers, Trustees and Committee Chairs.

16. Produce the documentation for the Annual General Meeting held during the College Conference and attend to take minutes.

17. Undertake and manage the process for the nomination of Life and Honorary Fellows of the College.

18. Maintain a set of standing orders and other governance procedures as required by the Governance Manager.

19. Support the administration of Lay Advisory Panel recruitment, liaising with the HR team.

20. Provide support for the Chair of the Board of Trustees and College President, and other Officers as required and directed by the Chief Executive.

21. Maintain the College's governance archives.

Other

22. Welcome visitors to the College, arrange transport and couriers as needed.

23. Implement, develop and maintain effective electronic filing systems for the Chief Executive's office.

24. Carry out from time to time and as directed, any other duties as required by the Governance Manager or Chief Executive in addition to the above that will be both reasonable and within your capabilities.

25. Ensure that at all times you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

PERSON SPECIFICATION

Experience

Essential: Experience in a similar role
Experience of organising meetings
Experience of committee support and minute taking

Desirable: Experience of working in a professional body and/or membership organisation
Experience of undertaking managing election processes and procedures
within a membership organisation

Education / Qualifications

Essential: GCSEs in English and Mathematics, or equivalent qualifications or experience,

Desirable: Relevant professional qualifications

Skills and Knowledge

Essential: Excellent written and oral communication skills.
Excellent organisational skills.
High levels of competency in MS Office; Word, Outlook, Excel and Powerpoint.
Fast, accurate keyboard skills
Able to process numerical data
Minute taking.
MS Teams and Zoom video conferencing.

Desirable: Experience of using databases.
Experience of using web-based publishing tools

Personal Attributes
- Good interpersonal and customer service skills
- Pro-active
- Lateral thinking
- Able to work effectively for a number of senior figures in the College
- Discreet
- Calm temperament
- Well organised with a strong attention to detail
- Able to work under pressure and meet deadlines and on own initiative
- Reliable
- Able to prioritise multiple projects and tasks.

Additional Information
The College's normal working hours are 35 per week. However, the post holder may on occasion be required to work late and should therefore have some flexibility with regard to working hours. There will be occasional overnight stays for some meetings and events.

- **Confidentiality and Discretion** - In this role, the post holder will be dealing with projects and correspondence that are of a highly confidential nature. No details of any College business must be discussed either at work or privately.

- **Diplomacy / Propriety / Etiquette** - All callers, colleagues and visitors must be treated with respect and courtesy.

- **Adaptable and Flexible** - The requirements of this role include a need for a flexible approach to duties carried out and hours worked.

- **Professional Image** - This must be presented at all times and applies to; appearance, dress, quality of work, developing standards of presentation for documents and reports and maintaining a clean and tidy work environment.

- **Team Work** - Able to work with and contribute to the whole team by ensuring that help is offered to others when another staff member is over-burdened. This will require a hands on, practical and resourceful approach.

Equal Opportunities and Inclusion
The College is committed to providing equal opportunities in employment and to avoiding unlawful discrimination. We value the differences that a diverse workforce brings to the organisation.

Our values

Last updated: August 2022