

JOB DESCRIPTION

Function:	Schools and Universities UK&I and Tech & Services
Position:	EXECUTIVE ASSISTANT – (12)
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	CEO Schools & Unis UK&I
Additional reporting line to:	N/A
Position location:	Home based

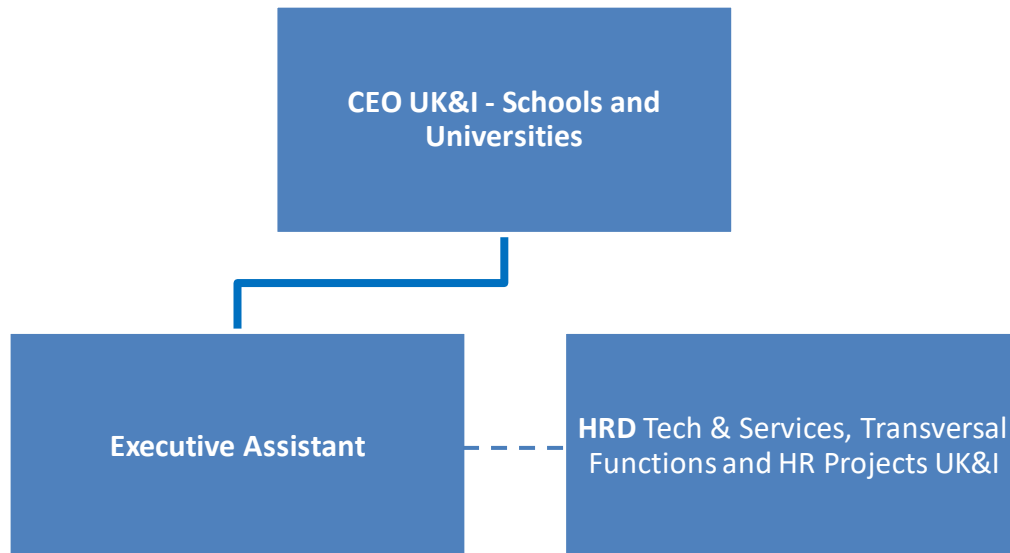
1. Purpose of the Job

- This is a split role, reporting to CEO S&U with a dotted line to HRD Tech & Services
- Acting as a true Business Partner to the CEO/ MD and HRD in providing proactive, strategic guidance and support alongside the day-to-day duties which include but are not limited to; complex and ever changing diary management; full inbox management; extensive travel arrangements with detailed itineraries; creation of documents and reports across Word, Excel and PowerPoint; processing expenses; project management for any internal or external corporate activities.
- Adhoc support required for other company Directors.
- Enabling the Executive Leadership Team (ELT) of Schools and Universities Leadership Team (TSLT) to function harmoniously through the preparation of meeting agendas and papers; ensuring pre-read material is circulated in a timely manner and tracking actions
- Event planning by organising away days and events for the teams, along with ensuring volunteering days are undertaken by Leadership Team by engaging with various charity partners and organisations
- Act as single point of contact for all problem solving and internal clarification questions
- Establish strong professional relationships with senior internal stakeholders at RLC and Global levels, and externally at all levels including VVIP, creating and leveraging support networks and using own initiative to add value to the business.
- In addition to this, there is frequent exposure to confidential and sensitive information which requires considerable use of judgment, discretion, and diplomacy

2. Dimensions

Revenue FY20:	n/a	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	n/a
		EBIT margin:	tbc						
		Net income growth:	tbc						
		Cash conversion:	tbc						
The Schools and Universities business covers the UK region and is made up of Government Schools and Alliance in Partnership, Independent Schools, and Universities. The HR business covers Tech & Services, Transversal functions, along with HR Projects Team UK&I									

3. Organisation chart



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Prioritises demanding and oftentimes conflicting workload swiftly and effectively, adhering to agreed deadlines.
- Displays a high-level of emotional intelligence enabling the influence of executives, key decision makers and stakeholders, and, in turn, resulting in more effective teamwork and communication.
- Analytical thinking and strategic planning, possessing the confidence to put forward, and execute, ideas and solutions to business problems.
- Positioning self as a leader within the EA/PA Professional Family, taking the lead on key business activities and workload and ensuring all are working to high standards and agreed timelines.
- Acting as a mentor and taking a coaching role within the EA/PA Professional Family to nurture and develop talent within our Admin Support functions and to highlight areas or development within the teams, using one's own external networking contacts to facilitate conversations and attending seminars and webinars to share learnings.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Proactive organisation and management of the CEO's and HRDs diary.
- Full inbox management
- Organise meetings, ensuring that the Directors are prepared with the appropriate papers/packs. Attend and support as requested.
- Extensive domestic and international travel ensuring end to end support with visas, accommodation booking, car hire etc. Understand and comply with UK and Group travel policy where appropriate and ensure cost-effective utilisation of the travel budget
- Act as the primary interface for the CEO, taking and screening calls/visits accordingly
- The provision of high-level administrative expertise, managing all forms of correspondence and taking minutes and dictation in meetings for recording and communication purposes.
- Produce high quality presentations, reports, and other documents as required

- Accountable for organising all team meetings both on and off site, using own extensive contacts network to procure appropriate meeting spaces within budget, in addition to client site visits & entertaining and all other associated events.
- Delegation of authority for CEO in approving contracts, holidays, expenses, and travel for other Directors
- Financial/budgetary responsibility such as invoicing queries/raising PO's/expenses support. Responsible for the approval of POs on behalf of CEO to an estimated value of £10m +
- Collaboration with PA's and Admin teams to support in arranging travel and visas for visiting colleagues. Manage travel requirements for external parties on request
- Responsible for the management of electronic and paper files for legal contracts, NDAs etc.
- End-to-end executive team administration, approving monthly mileage and expenses for CEO
- Maintaining Gifts and Hospitality register for whole of both segments, including the completion of gifts and hospitality authorisation forms
- Following the needs of the business in their reporting/ appraisal time frames, setting up and managing any reviews for the CEO and HRD
- Establishing a Professional Family for the EA/PA network in both segments. Setting up and facilitating quarterly 'team' days for each segment to lead on our ways of working, best practices, information sharing, event planning, month-ahead and year-ahead scheduling of key meetings and conferences, career development opportunities, up-skilling with presenting on different Microsoft Suite application 'how-to's', acting as a confidential sounding board for our PA's, introducing to wider network of Global Pas and EAs. Acting as a mentor/coach within our segments.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- All tasks are completed within agreed timescales and in an accurate manner.
- Documents produced are to a high standard and contain all required information.
- Ensuring the CEO and HRD is where they need to be and when, having successfully coordinated diaries and travel
- Positive feedback from the Executive team and other key stakeholders.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Educated to degree level
- 8+ years' experience supporting at C-Suite
- Advanced knowledge of Microsoft office applications (including Office 365, MS Teams, SharePoint, Outlook, Word & PowerPoint)
- Excellent communication skills, both written and verbal
- Excellent attention to detail in all matters
- High standard of literacy and ability to draft correspondence and minutes. Ability to commission or undertake briefings for meetings and other engagements
- Strong problem solving skills, demonstrable ability to find creative solutions
- Calm under pressure, highly discreet with a flexible approach
- Able to successfully influence and challenge at senior level with strong political and social skills
- Excellent relationship building and networking skills both internally and externally at all levels with an excellent telephone manner and interpersonal skills.
- Sound judgement and the ability to quickly acquire the knowledge necessary to assess and prioritise demands on the CEO's time.
- Commercially minded, showing resourcefulness when tackling unexplored territories
- Ability to work both independently and as part of a team

Desirable

- Experience of working in a large matrix organisation with extensive stakeholder management (both internally and externally)
- Experience of working in a truly Global organisation and within multi-cultural teams.

Contextual or other information

- Travel –travel will be required to attend meetings and events requiring overnight stays.
- Flexibility – flexibility on work schedule may be required at times
- As this role is based in the Schools and Universities segment and may require attendance at School sites, Sodexo and our Clients are committed to safeguarding and promoting the welfare of children and therefore this role will require the applicant to undergo screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (UK) and / or Disclosure Scotland (Scotland)

8. Competencies

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	