

# Job Description: Personal Assistant (PA)



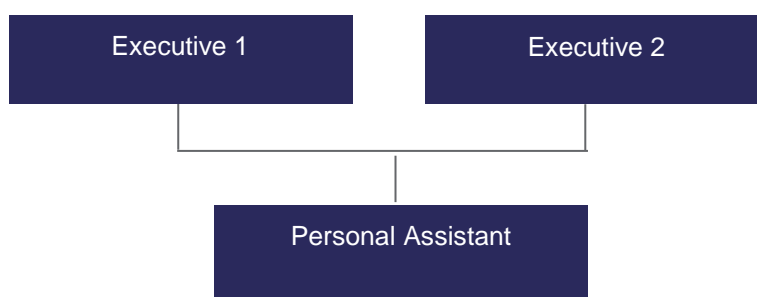
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|--|---|
| Function:                                      | Administration  |
| Job:   | Personal Assistant  |
| Position:                                      | Personal Assistant to Global Marketing Director, Healthcare and Global L&D Director |
| Job holder:                                    |   |
| Date (in job since):                           |   |
| Immediate manager<br>(N+1 Job title and name): | Global Marketing Director   |
| Additional reporting line to:                  | Global L&D Director   |
| Position location:                             | One Southampton Row, London   |

## 1. Purpose of the Job – State concisely the aim of the job.

- Provide an efficient, effective and professional administrative support service to Global Marketing Director and Global L&D Director

## 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



## 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.

- Provide an efficient, effective and professional administrative support service to Global Marketing Director and Global L&D Director
- Co-ordinate effectively with other Executive PA's, both in the UK and Globally.
- Manage and grow relationships with key internal and external stakeholders, including their PA's, across countries.
- Some travel within the UK may be required with occasional overnight stays to meet business requirements  
Flexible to work outside of normal working hours on weekdays when required

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

- Day to day planning and organisation of the Executives diary.
- Drive executive delivery by monitoring e-mails and proactively action as agreed, ensuring deadlines are met and outstanding actions followed up.
- Organize meetings, ensuring that the Executives are prepared for all meetings. Attend and support as requested.
- Arrange extensive domestic and international travel and visas including accommodation, car hire etc. Understand and comply with UK and Group travel policy where appropriate
- Act as the primary interface for the Executive's, taking and screening calls/visits accordingly
- The provision of administrative expertise, managing all forms of correspondence such as post, email, and faxes and taking minutes and dictation in meetings for recording and communication purposes.
- Responsible for the management of electronic and paper files
- Processing invoices and raising POs in SAP. Supporting Accounts Payable with any queries regarding purchasing from this department
- Preparing expenses submission ensuring they comply with company policy
- Preparing – designing, typing and formatting - documents and files in MS Word, Excel and PowerPoint and email communication
- Ensure relevant gifts and hospitality register is up to date, with all items being approved by the appropriate authority.
- Ensure annual leave and sickness is correctly recorded in the company system.
- Manage the L&D governance schedule, associated meetings and documents, ensuring all countries follow process and are correctly represented.
- Provide travel management and meeting room booking support to individuals within the L&D team when required
- Assist with the creation and design of 2 monthly Marketing newsletters and magazines.

**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.

- To build trusting relationships both internally and externally with clients and stakeholders, and their respect PA's
- Ensure effective management of workload, ability to multi task to meet competing deadlines
- Committed to providing a helpful, friendly, responsive customer service.
- Co-ordinate effectively with other administration teams across all segments

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

**Essential:**

- Strong understanding and respect for confidentiality
- Experience as an executive PA and working in a team oriented office environment
- Excellent relationship management and interpersonal skills
- Excellent verbal and written communication skills
- Excellent telephone manner
- Highly proficient in Microsoft Office (PowerPoint, Excel and Word) and other systems
- Self-motivated and self-starter with the ability to prioritise and schedule work independently
- Highly organized, detail-oriented and analytical
- Flexible in terms of working times and responsibilities e.g., out of hours work may be required with due notice.
- Maintains a professional conduct at all times, remaining calm and in control.

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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|--|---|
| <input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided | <input type="checkbox"/> Leadership & People Management |
| <input type="checkbox"/> Rigorous management of results  | <input type="checkbox"/> Innovation and Change          |
| <input type="checkbox"/> Brand Notoriety   | <input type="checkbox"/> Business Consulting            |
| <input type="checkbox"/> Employee Engagement   |   |

**9. Management Approval** – To be completed by document owner

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|----------------|----|------|----------|
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