

Job Description

Function:	PA to Director
Position:	Personal Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Director - Samantha Pariser
Additional reporting line to:	
Position location:	Management Suite

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

- Provide timely, efficient, confidential and administrative support to both the Director and Deputy Directors
- Organise diaries to optimise the use of the Director and Deputy Directors' time
- Ensure the Director's meetings are held on time, managed effectively and seamlessly
- Respond appropriately to internal and external communications
- Provide effective secretarial support to selected meetings
- Present a professional image of the Director's office, both internally with Sodexo employees and externally with the wide range of other organisations and the public sector

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

- Provide full confidential secretarial and administrative support to the Director and Deputy Directors
- Manage the Director's mail, including prioritising items, acknowledging invitations, noting due dates and ensuring follow-up
- Routinely arrange and monitor appointment calendars for the Director and Deputy Directors
- Organise meetings and minute such meetings if required
- Organise and maintain a confidential filing system, keeping it up-to-date and secure at all times
- Carry out confidential typing and scanning for senior managers when necessary
- Respond appropriately to internal and external communications
- Organise travel and accommodation as required
- Screen and direct calls and messages on behalf of the Director and Deputy Directors as appropriate
- Facilitate visiting arrangements to the prison
- Manage the physical environment of the Management Suite (order stationery, responsibility for the orderly, overall responsibility for the printer/copier)

2. Main assignments (contd) – Indicate the main activities / duties to be conducted in the job.

- Assist with prisoner complaint processes relevant for the Director
- Support ad hoc assurance activity for the smooth delivery of the contract
- Have responsibility for the Gifts, Hospitality and Ethnic Register
- Liaise with the Contract Management Team and Sodexo Head Office

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

- Urgent requests from internal and external bodies and their management within the busy working environment
- Organise high-profile visits to the establishment as required
- Efficient and concise communications of urgent requests when the Director and Deputy Directors are busy

4. 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.

- Promote company ethics via appropriate dealings with visitors
- Arrange for adequate PA support at all times
- Maintain confidentiality as required
- Operate an effective bring-forward system
- Engage effective personal communication, internally and externally, to deliver accountabilities and to promote Sodexo Government as a provider of choice

5. 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.

- Self-motivated with the ability to prioritise and schedule work within a flexible approach to working patterns
- Effective implementation of all Staff Engagement initiatives
- During busy periods, out of hours working may be required
- All mandatory training to be completed as and when required

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Proven experience of working as part of a team, and managing a number of priorities
- Discretion to be displayed at all times and strict confidence to be maintained in all sensitive matters
- Strong communication skills
- Ability to prioritise and multitask efficiently
- Ability to draft appropriate responses to correspondence
- Be organised and methodical with excellent attention to detail
- Excellent computer skills (MS Word, MS Excel and MS PowerPoint)
- Good secretarial skills
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- Previous experience in a similar role is desirable

7. Organization chart – Indicate schematically the position of the job within the organization. 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.

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Received:

Date:

Date:

Job holder

Immediate Manager