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**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Personal Assistant

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| Function: | Defence & Government Services |
| Generic Job: |  |
| Position:  | Personal Assistant to Finance Director & Business Development Director |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Finance Director |
| Additional reporting line to: | Business Development Director |
| Position location: |  |
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| 1. Purpose of the Job  |
| * To provide a confidential, efficient, effective and professional administrative support service to the Finance Director and the Business Development Director of the Sodexo Defence & Government Services division
* This is a key role supporting Sodexo Defence & Government Services at a senior level interfacing directly with senior members and clients in addition to exposure to confidential information which will require considerable judgement, discretion, tact and diplomacy
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| 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. |
| Revenue FY: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  |  |

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| 3. Organisation chart  |
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| **4. Context and main issues**  |
| * Balancing the Finance Director’s and Business Development Director’s diary requirements
* Arranging complex travel itineraries
* Building relationships with the finance and marketing teams.
* Building relationships with key clients and their teams
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| 5. Main assignments  |
| **Leadership and people*** You will role model the company values and ensure they are reinforced at every opportunity. You will lead by example and champion effective communication.

**Risk, governance and compliance*** You are accountable for full compliance and understanding of all company risk, reporting and governance processes. You will ensure that these are fully applied, complied with and adhered to within own business.

**Service excellence*** You are responsible for driving all aspects of service excellence across your business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. You must ensure that you work to recognised and expected standards through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs.

**Planning, organising and administration*** You are responsible for planning and organising the Finance Director’s and Business Development Director’s diaries to ensure deadlines are met, outstanding actions are followed up and emails are monitored on a daily basis. You are responsible for administrative tasks as required including such items as drafting reports, typing letters and documents, taking minutes and producing Excel spread sheets or Power Point presentations. You are accountable for organising meetings and events, travel and accommodation bookings for the Finance Director and Business Development Director. You are required to provide meeting support which may include preparation of information packs, taking minutes or distributing documents to attendees.
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| 6. Accountabilities  |
| * Accurate and timely organisation of the Finance Director’s and Business Development Director’s administrative requirements
* Well-developed internal and external web of influence
* Continued professional development in industry sector
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| 7. Person Specification  |
| Essential* Demonstrate discretion and ability to deal with confidential issues
* Experience of working in a similar role at a comparable level
* Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
* Able to work on own initiative within a team environment
* Able to demonstrate working knowledge of MS Office (Word, Excel, PowerPoint and Outlook)
* Able to demonstrate attention to detail and adherence to standards
* Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable* Certificate in office administration
* Proven experience of managing client relationships
* Experience of working in a Military / Government environment
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| 8. Competencies  |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
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| * Rigorous management of results
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| * Brand Notoriety
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| * Leadership & People Management
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| * Employee Engagement
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| * Learning & Development
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| **9. Management approval** |
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| Version | 1 | Date | Feb 2018 |
| Document owner | SH |

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