

HAWKWOOD

centre for future thinking

JOB DESCRIPTION

JOB INFORMATION

JOB TITLE	Personal Assistant to the CEO
LOCATION	Hawkwood
WORKING HOURS	25 hrs (between the working hours of Mon - Fri 9am - 5:30pm, including bank holidays when required)

POSITION IN THE ORGANISATION

REPORTS TO	CEO
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THE CONTEXT :

Hawkwood, is a Registered Charity and set in a 42-acre estate on the edge of Stroud. As a charity, we bring together people and organisations in support of creative endeavour, a flourishing society and a sustainable environment. We run a thriving educational programme, artists' retreats and residencies and events including talks, debates, films and festivals. We also welcome other organisations to hire our venue. www.hawkwoodcollege.co.uk

The post holder will be expected to embrace, articulate and work with the Hawkwood vision, ensuring that its reputation as a professional and welcoming place for education and the arts is maintained.

OVERALL PURPOSE OF JOB

To support the CEO with secretarial and administrative tasks, including diary and meeting management, special projects and HR tasks as and when required.

MAIN DUTIES AND RESPONSIBILITIES

- Screening phone calls, enquiries and requests, and handling them when appropriate
- Organising and maintaining diaries and making appointments
- Dealing with incoming emails and post, often corresponding on behalf of the CEO
- Carrying out background research and presenting findings
- Producing documents, briefing papers, reports and presentations
- Organising and attending meetings and ensuring the CEO is well prepared for meetings; liaising with clients, suppliers and other staff
- Devising and maintaining office systems, including data management and filing
- Arranging travel and accommodation
- Meeting and greeting visitors
- Maintaining a tidy and orderly work place
- Managing staff holiday and sick leave
- Providing front office support and training when required

Health & Safety

- To support the administrative functions of health and safety on site in liaison with the CEO and General Manager

Information technology

- Using a range of office software, including email, spreadsheets and databases

Working Environment

- Occasional flexible working may be required as and when to support the business, (this may include bank holiday and weekend working)

Key working relationships

- The CEO is your line manager
- You will liaise with Hawkwood customers, office staff, kitchen and housekeeping to support the smooth running of Hawkwood.

General

- Support the CEO in maintaining a profitable operation
- To carry out the above duties in accordance with Hawkwood's Health and Safety Policy
- To work co-operatively with other staff
- To comply with all Hawkwood's policies and procedures as contained in the Staff Handbook and follow the staff code of conduct
- To maintain exemplary standards of professionalism, honesty and respect at all times
- To be responsible for the care and development for your working area
- To attend meetings and supervision as required
- To undertake training and development as required by Hawkwood
- To undertake work related continued professional development (CPD) as required by the post
- May, from time to time be required to work additional hours as shall be reasonably necessary to discharge properly your duties and responsibilities outlined in this job description
- To undertake any other duties appropriate to this level of post which will evolve as the job progresses until the job description is reviewed

PERSON SPECIFICATION		ESSENTIAL / DESIRABLE
SKILLS	<ul style="list-style-type: none"> • Excellent Communication and influencing skills, able to communicate with people at all levels and in the many circumstances that the business presents • Excellent organisational skills • The post holder must be socially confident, quick thinking and decisive • The post holder must be able to demonstrate strong management and leadership skills in managing a busy department which will often work under pressure 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
KNOWLEDGE	<ul style="list-style-type: none"> • The post holder must be knowledgeable about the standards of service required by a successful hospitality enterprise • Basic IT skills are essential. • Project Management Skills would be an advantage 	<p>D</p> <p>E</p> <p>D</p>
EXPERIENCE	<ul style="list-style-type: none"> • At Senior administration level 	D
QUALIFICATIONS	<ul style="list-style-type: none"> • Education to NVQ level 4/5 or equivalent is preferred but not essential 	D
SPECIAL REQUIREMENTS	<ul style="list-style-type: none"> • Ability to act confidentially and with discretion • A 'can do' attitude • To uphold and respect data protection laws • Some weekend work or flexible working pattern is desirable • An interest in education, the arts and sustainability. 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>

PERSONAL CHARACTERISTICS

- Practical minded
- Work individually and as part of a team
- Flexible
- Positive attitude
- Self driven
- Reliable
- Tolerant
- Willing to listen
- Willing to multi task
- Good communicator
- Good planning and organising
- Attention to detail

STAFF AND VOLUNTEER CODE OF CONDUCT

Whilst working as a member of staff or a volunteer at Hawkwood the jobholder will:

- Act in accordance with my employment contract and 'written statement' and follow the policies and procedures in the staff handbook.
- Act in the best interests of Hawkwood at all times and act in a way that will enhance Hawkwood's reputation and standing in the community.
- Be considerate, courteous and respectful to the opinions, views, origins and backgrounds of all other members of staff, volunteers, visitors and trustees; and respond to others with an open mind.
- Keep myself up-to-date with what is happening at Hawkwood and understand the educational programme and how my role impacts on Hawkwood's success and reputation.
- Take a caring attitude to the grounds and the house and the use of all Hawkwood's resources.
- Maintain confidentiality in respect to the information you have access to regarding other staff members, volunteers, visitors and trustees