

ROLE DEFINITION

ROLE	HR & Executive Assistant
DEPARTMENT	HR
LOCATION	Welwyn Garden City
REPORTS TO	Head of HR
PURPOSE OF ROLE	
<p>As HR Assistant to the Head of HR, the role holder will support the deliver of the day to day HR operations.</p> <p>As Executive Assistant to IAM RoadSmart's Chief Executive and the Senior Management Team, the role holder will provide comprehensive and confidential support and when necessary to the organisation's non-executive Chairman, Trustees and Company Secretary.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> Supporting Head of HR with recruitment, payroll, employee engagement, administration and projects. Diary management for the Chief Executive, including meeting management for the training and meeting room facilities in Welwyn Garden City. Representing the Chief Executive and Senior Management Team to external and internal customers (IAM RoadSmart Members and staff). Overseeing and managing all correspondence, proactively drafting replies to incoming communications. Collating and proofreading papers and reports along with associated communications. 	
RESPONSIBILITY AREAS	
<ul style="list-style-type: none"> Providing generalist administrative support to the Head of HR for the day to day HR operations. Ensure an accurate and timely preparation of the monthly payroll, providing a clear audit trail. Responsible for maintaining HR data on the People HR database and generating reports as required. Maintains CEO's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel. Co-ordinate the preparation of the monthly Senior Management Team meetings and all CEO initiated sub committees. Produce information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics. Conserves time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analysing information; initiating telecommunications. Also, filtering internal and external requests for meetings and redirecting where appropriate. Managing approaches to the CEO and Chairman to maximise external reputation and minimise unnecessary demands on their time. Monitor future meetings and commitments to ensure necessary papers are available and prepared well in advance of the meeting. Welcomes guests and customers on the phone or in person to the organisation's head office by greeting them, answering or directing inquiries. Maintains customer confidence and protects operations by keeping information confidential. Prepares reports by researching, collecting and analysing information. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks. Screen and prioritise all incoming written communications (email and other correspondence), composing responses or redirecting as appropriate, alerting where further action is required and prompting when due. Proactively deal with any questions and requests for information and ensure correct dissemination. Assist in preparation of documents and presentations, and issue and circulation of minutes, reports and memos as needed. Co-ordinate the preparation of meeting papers for the IAM's Council of Trustees. Being an ambassador for IAM RoadSmart. 	

CONTROLS

- Regular one to one meetings with Head of HR
- 2 formal appraisals per year

KNOWLEDGE, SKILLS AND KEY COMPETENCIES

- Previous experience as HR Assistant and/or Executive Assistant
- Highly professional, articulate, experienced with handling a huge array of personalities and styles
- Writing Skills, Reporting Skills, Supply Management, Scheduling, Microsoft Office Skills, Organization, Time Management, Presentation Skills, Equipment Maintenance, Travel Logistics, Verbal Communication
- Discreet and trustworthy with sensitive information
- Excellent inter-personal skills, face-to-face, on telephone and in written communication
- Experience of letter writing/document drafting - producing well-written unique communications
- Experienced at organising and administering meetings, including coordinating attendees, and ensuring all necessary documentation is ready in advance
- Skilled at complex diary management
- IT literate, confident with Microsoft Office (Word, Excel, Outlook and PowerPoint)
- Confident, professional and mature manner to represent the Chief Executive both internally and externally.
- Highly flexible approach to working
- Excellent personal organisational skills covering managing multiple tasks, and an ability to organise others

NOTE: This role definition is not all-inclusive.
Employee will be required to perform other related duties as required.

Approved By:

Print Name:

Date:

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Print Name:

Date: