

## Executive Assistant and Reception Manager

<b>Function</b>	HR and Facilities
<b>Reports to</b>	Head of HR
<b>Line Reports</b>	5 - 8
<b>Purpose of Role</b>	To provide comprehensive, timely and accurate support to the Chief Executive Officer and Chief Operating Officer. Lead and manage the Reception team and Executive Assistant team to ensure there is an efficient and responsive administrative service for the Executive team, business and clients.

## Key responsibilities

### 1. Executive Support

- Manage all diary requirements by arranging all meetings including but not limited to; internal Team meetings, meetings with external parties, regular 1:1s and any other meetings as appropriate.
- Manage all business travel arrangements and accommodation requirements ensuring the CEO and COO are briefed and prepared for all engagements, travel and meetings in advance.
- Provide information and produce documents when required, circulating papers required for the any meetings in advance.
- Manage expenses utilising the Company online system.
- Attend meetings with the CEO and COO, including all Board meetings, ensuring all meeting minutes and action points are recorded accurately and circulated to the appropriate individuals in a timely manner.
- Build strong relationships with various internal and external stakeholders across the business, to achieve the above.
- Builds trust and maintains highest levels of confidentiality internally and externally.

### 2. Executive Assistant Team Leadership

- Leading the Executive Assistant Team, promoting a Strategic Partnership between EA and Executive.
- Oversee the activity throughout the team to ensure skills are effectively utilised amongst the team to provide role fulfilment and even workload.
- Identify and implement opportunities for EA development through formal learning opportunities, training experiences and coaching.
- Manage cover arrangements for annual leave and sickness.
- Ensure effective on-boarding of new EAs and exit of departing EAs.
- Deliver regular opportunities for teamwork and collaboration through team meetings.
- Main point of contact for any questions or concerns around roles, responsibilities, improvements to the team.
- Build strong relationships with other Executive Assistants across the business, sharing practices and efficient ways of working, as well as providing sufficient support where needed.
- Drive an efficient way of working through the EA team, agreeing on new processes and policies.
- Work with HR team to manage the recruitment and selection process and any other employee relations processes.
- Ensure that all members of the team demonstrate the Company values and behaviours and take a proactive approach in dealing with any issues as they arise.

- Proactively monitor service quality and delivery, responding to and taking action upon stakeholder feedback around team effectiveness.
- Maintain centralised resources of information to ensure best practices are shared.
- Be the point of contact for external and internal enquiries, dealing with both difficult and sometimes highly confidential/sensitive issues.

### **3. Reception Management and Leadership**

- Ensure there is full-time, professional, reception cover for all offices as appropriate.
- Hold regular team meetings and ensure there is collaboration, support and knowledge share across the reception teams at different office locations.
- Develop the skills and capabilities of team members, providing coaching and feedback to team members and support where issues arise.
- Review and appraise team member performance through monthly 1:1 meetings and the Employee Performance Appraisals (EPA) through setting SMART objectives.
- Motivate and direct the team through own line management role modelling.

### **4. Compliance**

- Comply with compliance procedures, TCF, Data Protection and FCA Regulations always to ensure regulatory requirements and company policies are not breached.

## **Knowledge, Skills and Competencies**

### **Role Requirements**

- Full time role.
- Will require travel to other offices around the country.

### **Experience**

- Experience in an Executive Support or Assistant role for a Senior Manager or Director (within the Financial Services would be desirable).
- Experience of managing diaries and data entry.
- Experience of providing support to and communicating with colleagues across the business.
- Experience in managing teams, developing individuals and delivering excellent service through others.
- Experience of delivering accurate, relevant and timely information.
- Experience with the handling of confidential matters.
- Good working knowledge and experience of using Microsoft Office products including Word, Excel, Outlook and PowerPoint.

## Our Ways of Working

### Accountable

- Takes ownership and accountability for their actions and tasks.
- Steps outside of comfort zone to learn and develop.
- Organised and efficient, manages their own time effectively and prioritises to maximise productivity.
- Keeps promises and delivers what they say they will.

### Collaborative

- Is inclusive, respectful and supportive of others.
- Listens and takes on-board the views of others.
- Communicates in a timely and effective manner for the best outcomes.
- Shares knowledge and experiences to improve results.

### Inquisitive

- Seeks opportunities to create efficiency and improve ways of working.
- Appropriately challenges ways of working.
- Willing to understand different ways of working in different teams.
- Confidently and constructively questions processes.

### Transparent

- Honest and trustworthy, treating everyone with respect.
- Straightforward with communication.
- Clear and concise with others at all times.

### Aware

- Is aware of the impact of their own actions, styles and behaviours on others.
- Gives support, praise and feedback to others in a constructive manner and receives feedback or challenge graciously and with an open mind.
- Reflects on feedback received to develop themselves.

### Adaptable

- Embraces and positively endorses change, finding ways to support the situation.
- Demonstrates flexibility where priorities or deliverables need to change and takes responsibility for continuous review.
- Adopts a flexible approach to projects, tasks and others.

### Determined

- Has a can-do attitude.
- Takes responsibility for their own development.
- Copes effectively under pressure.
- Delivers on promises, expectations, roles and responsibilities



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