**JOB DESCRIPTION**

**Personal assistant to CEO**

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

### Our VISION is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

### Our MISSION is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

### Our VALUES underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

**Advocacy:** Challenge exclusion and promote inclusion

**Quality:** Strive for excellence in all aspects of our work

**Dignity:** Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

**Justice:** Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

**Team Work:** Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team

**JOB DESCRIPTION**

**Personal assistant to CEO**

**Job Type: Permanent Full Time**

**Closing Date: 3rd November 2017**

**REQ: 5183**

**Location:** **Head Office, Roslyn Park, Sandymount, Dublin 4 Ireland**

**1. JOB PURPOSE**

Rehab is seeking an Personal Assistant to provide support to the CEO in the day-to-day running of this large organisation through the provision of full secretarial, administration and support services.

Excellent time management and organisational skills are key.

**2. MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE**

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| --- | --- |
| **Formal Education / Training**  Include any specialised education and qualifications needed to do the job. | * Educated to diploma/certificate level in a relevant discipline * Microsoft Office packages. * Microsoft Office 365 suite |
| **Work Experience**  Clarify the minimum years of total work experience and other relevant work experience required to do the job | * 3-5 Years in a Senior PA or Executive Assistant role * Experience in providing support in a busy environment with many different contacts * Strong experience in all Microsoft Office packages including Office 365, Word, Excel (experience of using Excel as a reporting tool) PowerPoint presentations and knowledgeable in the use of a wide range of software and office/communications solutions * Experience in being assertive, with a high level of integrity and the ability to maintain the confidentiality of highly sensitive material with tact and professionalism * Experience in making informed independent decisions displaying an intuitive understanding of when to seek insight |
| **Skills and Knowledge**  Include any specialised skills or knowledge needed for the job. | * Proven working experience as a personal or executive assistant * Excellent MS Office knowledge and English proficiency * Outstanding organisational and time management skills * Aware of the latest office gadgets and applications * Acquainted with office management systems and procedures * Excellent verbal and written communications skills * Discretion and confidentiality |

**3. JOB DUTIES AND RESPONSIBILITIES**

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|  | (What is done, and to what, and why) |
|  | **Act** as primary point of contact for the Chief Executive Officer and **support** the work of the Chief Executive Officer, the Senior Leadership Team and the Board of the Directors. **Develop** and maintain a professional and dynamic overall executive support function for senior management team; Act as an internal  liaison between the Chief Executive Officer and senior management team/ company employees/clients and manage information flow |
|  | **Liaise** with a wide range of internal and external contacts, companies Board Members, key contacts at various Government departments etc; **Conduct** research e.g. relating to both academic and industry , collate information, prepare statistical reports, co-ordinate and update projects, strategic documents / action plans etc. on an on-going basis; |
|  | **Assist and support** the Chief Executive Officer in developing and coordinating new policy and programme documentation; |
|  | **Ensure** to be the key contact point between Chief Executive Officer with high level EU contacts and senior contacts across local and international Education, Care and industry; |
|  | **Manage** all communications on behalf of the Chief Executive Officer with various external organisations, members and colleagues; |
|  | **Assist** the Chief Executive Officer with preparation for a range of representational engagements; Format information for internal and external communication – memos, emails, presentations, reports |
|  | **Drive** key projects and activities on behalf of the Chief Executive Officer; |
|  | **Manage** all secretariat responsibilities on behalf of the Chief Executive Officer; manage diaries and arrange their daily schedule (set up meetings, travel, speaking engagements. **Ensure** the preparation of agendas and meeting papers, collating information for circulation to specific Committees, attending all meetings, preparing minutes of meetings, **follow up** on outcome and actions and maintaining formal and accurate records of all documentation; |
| **8.a** | **Preparation** of various briefing materials for the Chief Executive Officer in advance of domestic and international meetings and events, involving the collation of a variety of information from different sources, conducting the necessary research and ensuring that the Chief Executive Officer is fully prepared for all such events; |

**4. COMMUNICATION AND WORKING RELATIONSHIPS**

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| --- | --- |
| **Typical Level of Interaction**  *Select one only* | **Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required.**  ☐ Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives.  x Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives. |
| **Primary Audience (Internal)**  *Identify key parties* | * Senior Leadership * Board Members * Employees across the group |
| **Level of Audience (Internal)**  *Typical level of audience* | Clerical / Operational  Supervisory / Junior Professional  Middle Management / Seasoned Professional  Senior / Top Management |
| **Primary Audience (External)**  *Identify key parties* | External Providers |
| **Level of Audience (External)**  *Typical level of audience* | Clerical / Operational  Supervisory / Junior Professional  Middle Management / Seasoned Professional  Senior / Top Management |

**5. OPERATING ENVIRONMENT**

A confidential, fast passed environment with constant focus on change management to ensure a continuous improvement.

**6. KEY COMPETENCIES**

|  |  |
| --- | --- |
| **A commitment to living the values of Team work, Dignity, Justice, Advocacy and Quality.** | |
| **Building Relationships & Communication**  (A: Expert) | * You speak and write in a clear, articulate and impactful manner. * You actively listen, seeking to understand the perspective and position of others. * You manage and resolve conflicts / disagreements in a positive & constructive manner. * You work effectively within the Organisational process, recognising & managing tensions arising from different stakeholder perspectives. * You persuade others; building consensus and gaining co-operation from others to obtain information and accomplish goals. * You proactively engage with colleagues at all levels of the organisation and across other Departments and builds strong professional networks. * You make opinions known when you feel it is right to do so. |
| **Judgement & Decision Making**  (C: Competent) | * You effectively deal with a wide range of information sources, investigating all relevant issues. * You understand the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc. * You identify and understands key issues and trends * Correctly extracts & interprets numerical information, conducting accurate numerical calculations * Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence |
| **Management & Delivery of Results**  (C: Competent) | * You take ownership of tasks and are determined to see them through to a satisfactory conclusion. * You are logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation. * You constructively challenge existing approaches to improve efficient customer service delivery. * You accurately estimate time parameters for project, making contingencies to overcome obstacles. * You minimise errors, reviewing learning and ensuring remedies are in place. * You maximise the input of own team in ensuring effective delivery of results. * You ensure that proper service delivery procedures/protocols/reviews are in place and implemented. |
| **Teamwork**  (D: Developing) | * You show respect for colleagues and co-workers. * You develop and maintain good working relationships with others, sharing information and knowledge, as appropriate. * You offer your own ideas and perspectives. * You understand your own role in the team, making every effort to play your part. |
| **Professionalism**  (B: Advanced) | * You ensure the confidentiality of information and record and report on your work within confidentiality agreements and according to legal and organisational requirements. * You encourage your colleagues and staff to seek assistance when experiencing difficulty in any aspect of their work. * You communicate and support colleagues and others to communicate in appropriate, open, accurate and straightforward ways. |
| **Planning and Organising**  (A: Expert) | * You develop high level plans for your own area of responsibility, ensuring input from appropriate parties. * You communicate those plans to those team members affected by them. * You pro-actively raise deviations (actual or potential) from the plan with appropriate personnel and work to find ways to address these. * You know when to be detail oriented and when to take a wider perspective. * You coach others on effectively planning and organising their workload ensuring they take account of individual’s preferences in line with organisation and legal requirements. * You help resolve conflicts which may arise as staff endeavour to balance their own duties and responsibilities with the individual’s needs and preferences. |
| **Respect for Others**  (C: Competent) | * You contribute to identifying methods and processes that ensure each individual is valued and respected. * You work with individuals, key people and others to identify the cultural heritages, backgrounds, personal experiences and beliefs of individuals. * You work with individuals and colleagues to identify aspects of the environment, practice and behaviour that are beneficial to creating an inclusive culture for everyone. * You work to ensure that the work environment is positive and supportive and that all staff members operate in a way that promotes the dignity and respect of individuals and their colleagues. * You respond appropriately where people are found to be excluded. * You provide active support to enable individuals to participate and manage their own lives. |