

## **JOB DESCRIPTION**

**JOB TITLE:** Directorate Assistants  
**REPORTING TO:** Chief Operating Officer

### **JOB PURPOSE**

To undertake a range of IT and administrative support tasks across the Member Services and Communications and Operations Directorates.

To help provide a professional, efficient and comprehensive service to customers.

To assist other team members with the smooth running of training events to ensure a high-quality level of customer service.

### **MAIN DUTIES AND RESPONSIBILITIES**

- 1 To deliver a high standard of customer care in all duties undertaken providing the best possible service to customers (both internal and external) in line with the Group's standards
- 2 To welcome, register and direct visitors attending internal and external events
- 3 To help maintain systems and ensure data is kept up to date and accurate
- 4 To provide a range of administrative support and assistance as required by either the Chief Operating Officer or Director of Member Services and Communications
- 5 To assist with the preparation of meetings and events, ensuring that all the necessary arrangements are made, and events run smoothly
- 6 To assist in organising catering for events including the serving of drinks and refreshments
- 7 To undertake research to support the development of product plans and competitor analysis
- 8 To effectively respond to customer enquiries in a timely and proactive manner
- 9 To support colleagues in all departments at peak times and to undertake operational duties required to ensure customer expectations are met.

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out such other appropriate duties as may be determined by the Chief Operating Officer.

The post holder will be expected to adopt a flexible approach to ensure the efficient and effective running of the Skills and Education Group.

### **OTHER DUTIES**

- 1 To ensure awareness of and compliance with all health and safety requirements taking reasonable care of the health and safety of yourself and other persons in accordance with the provision of Health and Safety legislation.
- 2 To exercise proper care in operating, handling and safeguarding any equipment and appliances provided and issued by Skills and Education Group for individual or collective use in the performance of duties.

- 3 To keep up to date, so far as is necessary for the efficient execution of the job, with new legislation, procedures and methods.
- 4 To participate in the Group's appraisal process and to undertake appropriate training/development to ensure up-to-date knowledge and practices are applied and maintained for the efficient and effective performance of the job and to support the Company's strategic objectives.
- 5 To uphold and promote the Group's Equal Opportunities and Diversity policies and practices.
- 6 To present an appropriate professional image in official business.

#### **TERMS AND CONDITIONS**

The job is subject to the terms and conditions determined by Skills and Education Group.

**November 2021**