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| cid:image002.png@01D19B18.BF2071F0**JOB DESCRIPTION** |

**Job Title: Executive Assistant**

**Group: Management**

**Report to: CEO**

**Salary:** £18,200 pro rata

**Hours:** 21 hours per week

**Location:** Cardiff

## Purpose of the Post

* To support the CEO and management with different tasks relating to the governance and management processes across the organisation
* To ensure that the Cardiff office of Welsh Refugee Council is seen to be a welcoming environment to both clients, external visitors and staff
* To ensure that there are effective administration systems in place to create an effective visitor experience whether that be in person or by telephone
* To manage the appointments of senior management and the meetings of the board and subcommittees.
* To be responsible for all the administrative processes within the office, as well as providing general secretarial support to enable the smooth and effective running of the office

## Main Duties and Responsibilities

* To be responsible for supporting the CEO regarding management of issues related to the governance of the WRC including the board of trustees and its sub committees’ meeting, and the Annual General Meeting
* To support the CEO with HR issues and personnel files management.
* To support the CEO with his external engagements including diary management, setting up meetings etc.
* To support the management team by organising meetings, minute taking and/or any other task as required by management
* To support the management with recruitment administration from placing of adverts, issuing application forms & job descriptions to sending out regret & vacancy filled letters and requesting references.
* To provide support to staff regarding dispatch of post and photocopying
* To undertake any other appropriate duties as required
* To participate in staff training, development and appraisals, as agreed with the Executive Director of Service
* To carry out the job in accordance with the aims and core values of the Welsh Refugee Council
* To abide by always and to work to the Welsh Refugee Councils Equal Opportunities Policy
* To prepare for and actively engage in the support/supervision and appraisal processes provided by the Service Delivery Manager
* To carry out all duties in accordance within the principles of Welsh Refugee Council’s Confidentiality Policy and within agreed norms of impartiality and boundaries

**Personal Specifications**

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| **Quality** |  **Essential Requirements of The Post** |
| **Education & Training** | * Good standard of education.
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| **Job Experience** **& Skills** | * Experience of Microsoft Office packages.
* Experience of setting up and running administrative systems.
* Experience as a telephonist in a workplace.
* Experience in customer services and running reception areas.
* Ability to communicate clearly, both in written and verbal forms.
* Understanding of good practice relating to ‘triage’ in service provision.
* Ability to manage competing priorities and working flexibility to meet deadlines.
* Ability to gather and sort information for evaluation of services provided.
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| **Personal Qualities** | * Ability to deal sensitively with people under pressure.
* Punctuality.
* Commitment to Equal Opportunities and diversity in workplace and service delivery.
* Ability to work as part of a team.
* Ability to work under pressure, to pay close attention to details and work with minimal supervision.
* Understanding the importance of confidentiality.
* Empathy with refugees and asylum seekers.
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