



## JOB DESCRIPTION

<b>ROLE:</b>	Executive PA
<b>SALARY:</b>	£27,000 PA
<b>Hours of Work:</b>	39 per Week
<b>REPORTS TO:</b>	Managing Director
<b>DURATION:</b>	Permanent Post

---

### Main Purpose of Job:

As part of the Belfast Waterfront and Ulster Halls' (BWUHS) team you are to ensure that all events are delivered as planned and that the customers experience of an event is exceeded through the provision of excellent customer care and ensuring any issues are fully resolved and to provide assistance when the issue is not within the direct responsibility of the post holder.

To be responsible to the Managing Director, BWUHS for the provision of a high calibre administrative and support service and to assist as directed in the operational delivery of projects and initiatives including the appropriate research, analysis and reporting as required.

To provide support to the senior management team as necessary.

To liaise with senior representatives of outside bodies and elected representatives on behalf of the Managing Director, as required.

### Summary of responsibilities & personal duties:

- To be responsible for the provision of a full range of secretarial duties including shorthand, word processing, personal filing, appointments, and other relevant duties. To provide secretarial support to the other members of the senior management team as required.
- To ensure accurate and timely production of all information required for management team reports.
- To organise and attend meetings as directed and prepare project and report briefs for the Managing Director and senior management team, ensuring they are appropriately prepared for meetings, delivering reports and presentations as required.
- To oversee the project management of the Managing Director's and senior management team's projects, providing guidance, ensuring overall quality and reporting progress to appropriate committees as required.



- To assist in the production of the BWUHs' business plan.
- To represent the BW&UHs both internally and externally as appropriate.
- To compose and produce confidential letters, reports, and similar documents, either on his or her own initiative or in accordance with general or specific directions.
- To open and process all private and confidential mail sent to the Managing Director and other members of the BWUHs' senior management team, as directed.
- To arrange appointments and meetings, taking messages and arranging interviews. In the absence of the Managing Director and senior management team, meeting and greeting visitors at all levels of seniority.
- To establish and maintain the personal filing system for the Managing Director and senior management team.
- To filter telephone calls received and make calls as required on behalf of the Managing Director and senior management team.
- To deal with members of the council and the BWUHs' board and liaise between the Managing Director and senior management team and unit managers.
- To liaise with the general public and with other council departments and outside agencies as necessary, concerning the BWUHs' facilities, services and events, carrying out specific projects and research.
- To organise and book travel and accommodation arrangements for the BWUH team when attending conferences and meetings.
- To undertake duties in such a way as to enhance and protect the reputation and public profile of the BWUH's and the city council.
- To undertake such other relevant duties as may from time to time be required.



# Person Specification

## Essential Criteria:

### Qualifications

Applicants must:

- have five GCSEs (Grades A – C) including English or equivalent qualifications; and
- have RSA Stage II Parts 1 and 2 Word Processing, or equivalent qualifications.

### Experience:

Applicants must have two years' relevant experience of providing secretarial and administration duties to a team of senior managers.

This experience must include:

1. diary management including arranging meetings and appointments;
2. carrying out administrative duties to strict deadlines including processing incoming mail and maintaining a filing system; and
3. liaising with senior managers, elected members or board members.

## Shortlisting Criteria:

In addition to the above qualifications and experience, Belfast Waterfront & Ulster Hall Ltd reserves the right to shortlist only those applicants who as at the closing date for receipt of application forms:

In addition, the short-listing panel reserves the right to shortlist only those applicants who: in the first instance, have

- RSA Stage II Audio Transcription, or equivalent qualification;
- in the second instance, have a higher level qualification such as RSA Stage III, parts 1 and 2 Word Processing, or equivalent qualification; and
- in the third instance, have additional relevant secretarial qualifications, such as LCCI Private Secretaries qualification, or equivalent qualification.



## Skills and attributes:

Applicants must be able to demonstrate the following competencies which may be tested at interview:

**Communication skills:** the ability to compose and type confidential letters and memos, to prepare minutes and to draft reports for senior management and the ability to give clear instructions to staff and to provide operational information to managers.

**Information technology skills:** the ability to use standard office programmes including word processing, spreadsheets and database packages.

**Work planning and decision making skills:** the ability to prioritise work and make effective decisions to achieve objectives.

**Team working and leadership skills:** the ability to lead a team of staff and to contribute to the success of the team and the achievement of objectives.

**Customer care skills:** an awareness of the importance of responding to the needs of internal and external customers and the ability to be discreet, sensitive and maintain confidentiality.

## To Apply:

To apply for this post, please send us a comprehensive CV that details your relevant qualifications, experience and work history along with a covering letter and monitoring form to:

hrinbox@waterfront.co.uk or by post to; HR Team, Ulster Hall, 34 Bedford Street, Belfast BT2 7FF.

Closing date for applications is **Monday 11 September 2017 at 4pm.**

Please note that it is the applicants' responsibility to ensure that application form and Monitoring Form are submitted by this closing date and time.