

Office Manager/Executive Assistant

NATIONAL DIRECTOR ATE:	Operations
SECTION:	Wales
REPORTING TO:	National Director – Wales
CONTRACT:	Full time



WORKING RELATIONSHIPS:

Inside Diabetes UK
All National, Regional Office and Central Office National Directorates, especially Finance, IT, Customer Care Centre, Voluntary Groups and Fundraising
Outside Diabetes UK
People with diabetes and their carers, the general public, health care professionals and voluntary organisations

OVERALL PURPOSE OF THE JOB

Ensure the effective operation of the National Office and team, its day-to-day running and related external and internal services and provide Executive PA support and assistance to the National Director to enable them to maximize their performance and delivery.

To be the first point of contact for information and support services for the newly-diagnosed, and others both on the telephone and in person.

MAIN DUTIES AND RESPONSIBILITIES:

- Provide Executive PA support to the National Director, Diary management, keeping email up to date & generally organising them.
- Manage and schedule the National Director diary productively and in line with their priorities and ensure they are fully briefed for all internal and external meetings and events.
- Manage the National Director brought forward system ensuring that key issues are managed and dealt with appropriately.
- Provide administrative support to the National Director including screening emails, dealing with messages accurately, drafting appropriate messaging.
- Pro-actively managing diary efficiently and National Director's day file.
- Be responsible for the National Director's travel arrangements and meetings on and off site.
- To assist with budget and expenditure management for the National Director including credit card and expenses processes, and advising on financial processes.
- Make appropriate use of a wide range of technology to support the effective working of the National Director.

To provide effective operation of National Office, Team and external customers.

- Ensure that the Wales Office premises and administrative systems are run efficiently, and that we are fully compliant with Health & Safety, data protection and DUK financial regulations.
- Provide an information and support service for the central office, dealing with general enquiries, emails, letters and personal callers to the office, particularly in the absence of colleagues.
- Assist the National Director in the production of an Annual Budget for Wales and quarterly reforecasts throughout the year. Confidence with finance is important, however the National Director will take final responsibility.
- Responsible for preparing monthly reports for the National Director and Finance Department in Central Office in relation to all operational and project income and expenditure in Wales utilising IPOS and Forecaster and for monitoring monthly management accounts.
- Financial responsible for cheque and petty cash payments from the Wales Office; preparing reports for the Finance department at central office; bank reconciliations and ensuring financial records are maintained and prepared to a professional standard to facilitate internal and external audit examination.

- Provide the administration for Diabetes UK Cymru meetings, conferences, exhibitions and training days and attend as agreed.
- Responsible for obtaining tenders for conference venues and with other external contractors.
- Sole responsibility for organising and servicing, correspondence and any subsequent tasks for the quarterly meetings of the Wales Advisory Council which consists of senior representatives of the diabetes community.
- Responsible for assisting with the organisation and smooth running of all Diabetes UK Cymru events, working with other team members as appropriate.
- Ensure the Wales Office premises are run efficiently by liaising with the property management company and other external service providers. Maintain inventory of equipment.
- Responsible for the day-to-day running of the Wales Office including maintaining adequate stationery, publications, publicity and conference material levels, and distributing as appropriate.
- Responsible for the updating of digital services, securing regular updates/content from members of the team under the guidance the National Director & Communication Officer.
- Responsible for facilitating the Welsh translation service across the organisation, including undertaking translation of press releases, and similar communications, from English to Welsh.
- Undertake other tasks as agreed with the National Director

PERSON SPECIFICATION:

The best person for this job will be able to:

- Build effective working relationships at all levels both internally and with outside agencies, whilst employing a high level of discretion and diplomacy when dealing with confidential matters
- Deliver high quality work to deadlines, with a flexible and proactive approach and the ability to work on own initiative in line with deadlines
- Make sensible decisions on what can be done and what needs to be escalated
- Plan, prioritise and deliver on both day to day and longer term objectives
- Produce high quality presentation documents, analyse data and produce presentation charts
- Speak, read and write fluently in Welsh is a preference although not essential.

The best person for this job will have experience in:

- Financial management skills
- Administration related to meetings, conferences and seminars
- Office management working within a small team
- Organising and taking minutes at large meetings
- Communicating and influencing to gain commitment and delivery from a wide range of people
- Office and administrative systems, using IT applications, spreadsheets, databases, email and Powerpoint with high standards of accuracy and documentation of work

The best person for this job will be:

- Educated to degree level or equivalent experience
- Willing and able to work evenings and weekends (approximately one per month)
- Committed to equality and diversity
- Providing excellent executive support at National Director level