**Candidate Information**

**Job Title** **Bristol Hub Support/ Executive Assistant**

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| **Salary:**  | Grade F:£28,831 per annum |
| **Hours:** | Full time hours are 37.5 hours per week,Working Monday-Friday |
| **Contract:**  | Permanent |
| **Disclosure:** | Basic DBS required  |
| **Base:**  | The postholder will work full time in the Sustrans Bristol Hub, 2 Cathedral Square, College Green, Bristol, BS1 5DD.  |
| **Travel:**  | This role does not involve regular travel, although we may very occasionally need you to travel during the course of your work that may include an overnight stay. |
|  | Sustrans’ purpose is to make it easier for people to walk, wheel and cycle. It is therefore expected that the postholder will commute to the Bristol Hub (in the centre of Bristol) by active travel or public transport. We can support this with access to a Sustrans pool bicycle and National Standards Cycling Training if available/needed.  |

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| **Team structure** |  |

**Job Description - About the Role**

**Overview**

This is a role that has four primary areas of focus:

Delivering high quality and confidential executive assistant support to the Executive Director.

Providing highly effective and efficient front of house, administrative and operational services for the Bristol Hub.

Supporting the work of the Bristol Hub Manager and the People & OD senior leadership team.

Undertaking research, analysis and projects on key aspects of the People & OD work programme, working in teams or autonomously.

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| **Where this role sits in the structure** | Reporting to the Bristol Hub Manager.Working and liaising with:Executive Director (ED)Colleagues from the People and Organisation Development (POD) teamBristol Hub ManagerBristol Hub usersSustrans Senior Leadership teamHealth & Safety ManagerColleague representatives Line managersContractors and suppliers  |

**Key Responsibilities**

* Provide a comprehensive, confidential and proactive Executive Assistant/PA service to the Executive Director (ED), including diary management, management of email and other correspondence, organisation, and administration of the ED's travel and expenses, actively apportioning time and resources to priority activities and relationships.
* Act as a conduit between the ED and the wider People & Organisation Development (POD) team, ensuring everyone feels well-informed, engaged, and productive.
* Organise and support 6-monthly team meetings for the entire UK-wide POD team
* Act as a gatekeeper to the ED, with external and internal stakeholders, and work to prioritise their time as effectively as possible.
* Assist in the production of Quarterly Reporting and other corporate papers.
* Undertake research, analysis and projects/discrete pieces of work unsupervised or as part of a team.
* Keep all action registers up to date, following-up of outstanding actions as necessary.
* Support key forums and meetings, including agenda management, event management, and administrative support
* Handle confidential and sensitive issues appropriately, working closely with the ED and other members of the POD team.
* Provide induction support for new direct reports to the ED?
* Assist or lead the administrative functions of the Bristol Hub, including the delivery of a friendly and efficient reception service, ensuring queries from colleagues and others are responded to in a timely and professional manner or redirected to the most relevant team.
* Proactively seek opportunities for improvements to the smooth running of a dynamic, modern, flexible office environment that works ‘for everyone’, considering both efficiency and accessibility, in line with our strong EDI values.
* Work independently and proactively in the provision of a positive, efficient, and safe work environment.
* Work closely with the Bristol Hub Manager to carry out health and safety checks and maintaining the relevant registers.
* Play a key role in improving the experience for all colleagues working in the Hub.
* Support the Bristol Hub Manager in liaising with contractors and ensuring necessary works are carried out in the hub whilst delivering value for money.
* Undertake other duties as required.
* Deputise for Bristol Hub Manager in their absence.

*We don’t expect anyone to be an expert in all these areas and as long as you meet the person specification we can train you in any gaps.*

**Person Specification**

The following criteria sets out the skills, knowledge and experience which will be assessed against at both application and interview stages. You should use the selected criteria as a guide to convey the evidence of your experience in these areas on your application form.

Our website has a useful guide about how to make a great job application to help you.

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|  | **Application Form** | **Interview** |
| **Specific experience required** |  |  |
| Experience of providing high quality proactive PA support to a senior leader | ü | ü |
| Customer service and support | ü | ü |
| Supporting high-level decision-making groups through effective administration  | ü | ü |
| Office management systems and procedures | ü | ü |
| Working with employees at all levels |  | ü |
| Working in a HR/OD function (desirable) |  |  |
| Dealing with confidential, sensitive information | ü | ü |
| **Skills, Abilities & Personal Qualities** |  |  |
| Excellent administrative skills, including the ability to make summary notes during meetings and proficiency using IT equipment and various software | ü | ü |
| Warm, friendly personality, positive and proactive in approach to work and to assisting others |  | ü |
| Excellent attention to detail and ability to effectively summarise and communicate information | ü | ü |
| Ability to work independently and as a team player, seeking clarity where required |  | ü |
| Proven ability to manage strong, collaborative relationships with others |  | ü |
| Excellent written communication skills with the ability to draft presentations and simple written reports |  | ü |
| Ability to think creatively and develop fresh approaches and innovate as appropriate; with a healthy curiosity |  | ü |
| Ability to work in a calm, professional and efficient manner, able to work well under pressure |  | ü |
| Flexibility to re-prioritise workload as required |  | ü |
| **Specific knowledge required** |  |  |
| Basic knowledge of office health and safety (desirable) | ü | ü |

This document does not form part of the contract of employment but does outline our expectations.

If we need to amend this document in the future we will consult with the post holder before doing so.

**Everyone at Sustrans**

**Our values guide us in everything we do:**

* Including everyone
* Having the courage to question
* Acting local, thinking big
* Getting things done, together
* Always learning.
* Sustrans has clear health and safety policies and it is essential that all our colleagues follow these. Very often our teams come into contact with young people through schools work or community engagement so it is everyone’s responsibility at Sustrans to comply with our Safeguarding policies.
* One of our key strategic goals is to be a charity “for everyone”, building a more diverse and inclusive Sustrans. We recognise there is much more we can do to bring together diverse life experiences and voices to enable us to more fully understand, access and represent the communities we work in. Everyone at Sustrans should support this goal and follow our Equality, Diversity and Inclusion policies and procedures.
* Sustrans asks that all our employees develop their skills, knowledge and experience through training and personal development activities. Sustrans will support you with clear objectives and a supportive management culture - our teams tell us that one of the great things about working for Sustrans is the learning and knowledge sharing opportunities.
* It is very important that our colleagues are happy and able to work with IT systems - we use Microsoft programmes and other databases every day (we will train you on our bespoke systems).
* It is also important that everyone at Sustrans supports and follows with the charity’s guidance on branding/key messages and contributes towards raising Sustrans’ profile.
* Everyone at Sustrans is required to work their contracted hours and record their time – if extra hours are worked then we can take time off in lieu.­
* We ask that everyone in Sustrans helps us to develop new opportunities for funded work and builds excellent relationships with our delivery partners and stakeholders.
* Two of our values are *we get things done, together* and *we’re always learning.* Managers often require their teams to get involved in activities that are outside of their job descriptions as we feel this is one of the ways you can learn on the job, develop new skills, make new contacts and progress your career with Sustrans.