



Role Profile

Job title:	Executive Assistant	Reports to:	Executive Director and/or CEO
Grade:	E	Last evaluated:	18/01/2022
Directorate:	Relevant Portfolio	LT area:	Relevant Portfolio
Location:	Peterborough	Budget responsibility (optional):	

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. We seek to develop an organisation which reflects Britain's diverse population and our main objective is to create a culture that enables our customers to strive towards an organisational community that is reflective of today's society.

Role purpose:

To provide a proactive, high-quality and confidential, executive support service to the Director/CEO and where appropriate for specific activities to the relevant team

Key responsibilities and accountabilities (circa 5-7):

1. The Executive Assistant's primary accountability is to manage the relevant Director's time in order to:
 - a. maximise the time available to the director to allow time for strategic thinking and priorities; and
 - b. support the Director in achieving a reasonable work/life balance
2. **Communication management** - Provide a triage service for the Director to ensure that only those communications (email, letters, telephone etc.) requiring personal attention are viewed/received by the Director. Handle all other communications received by the Director, allocating work and ensuring that actions are taken where necessary (which includes responding directly to communications where appropriate) and ensure the Director is regularly briefed on these communications **Diary and itinerary management** - Ensure the Director is fully appraised of and prepared for all engagements (including meetings, conferences, events, etc.) by providing itineraries, briefings, speaker notes, presentations, summary reports and all the other information preparation duties, as required
3. **Project Management** – lead or facilitate small projects or event management as required. by the Director, providing advice, guidance and support to in-house or outside management teams
4. **Team Communication** – On behalf of the Director, communicate effectively to his/her leadership and wider teams about key CITB priorities, policies and procedures, to encourage adoption and implementation.
5. **Meeting Facilitation** - Where requested, attend leadership meetings and meetings with individuals or groups of staff in support of the Director and record discussions and outcomes as necessary, including confidential meetings such as grievance hearings. Provide accurate summaries and minutes of all discussions.
6. **Act on the Director's behalf** - Use discretion and judgement to address immediate or urgent team and business issues in order to defuse/resolve customer, staff or stakeholder concerns (escalating to the Director or another manager only if necessary). **Compliance** – Ensure the Director completes reporting or authorisation processes required by CITB including (but not restricted to)



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leadership team expenses and mileage claims, purchase requisitions, and expenses and goods and service purchase card sign-off (if any)

- 7. General office management** – Ensure that maintenance and breakdown issues are identified and reported to the relevant service area in a timely fashion; monitoring service 'tickets' through to completion to ensure that they are resolved as quickly as possible.

People Leadership / Team Leadership – where the role has direct or matrix reports.

- The Executive Assistant team comprises of one EA which requires line management therefore, the role requires decision-making about complex and non-routine matters, often undertaken independently, and on the basis of personal knowledge and using judgement, including decision about :
 - the post-holder's own priorities and work requirements
 - the Director's future diary commitments and time planning
 - that address immediate and urgent issues and challenges
 - To allocate urgent or unexpected work and actions to the Leadership Team and others
 - About the Director's itineraries and logistics
 - About actions as a result of communications received
 - On day to day work priorities
- The will be expected to support and engage with the continuous improvement ethos of CITB and holder will promote suggestions for improved working practices

Key contacts and relationships:

- The role has a direct impact on the Director's team and an indirect impact on customers, stakeholders and the rest of the organisation
- The role involves regular and pro-active communication with Board members and PAs, industry, stakeholder and Federation representatives including CEOs and Directors of Training, MPs' offices and senior civil servants across all three GB home nations, CITB staff at all levels, and suppliers (generally account managers)
- Such communication is undertaken in order to :
 - Provide information
 - Explain changes and developments (often communicating complex issues and ideas)
 - Answer queries and handling complaints
 - Negotiate commitments
 - Maintain customer and stakeholder relationships
 - Ensure that expectations and delivery deadlines are understood and met
- The role supports the achievement of the 'One Team' objective by contributing to the fostering of effective working relationships between Executive and Board, and Executive and Council, and the various Committees (including England, Scotland and Wales)
- It also supports the Customer objective by contributing to improving the perceptions of CITB among customers and stakeholders
- It supports the Adaptability objective by contributing to the development of a more engaged and customer-focussed organisation



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Knowledge and Experience

Essential

- A high level of organisation/project management experience to enable the Director's needs to be anticipated and priorities to be judged and executed effectively.
- Highly-developed written and spoken communication skills to communicate with discretion and tact
- Highly-developed negotiating, influencing and persuading skills
- A high level of emotional intelligence and empathy
- Experience of managing conflict
- Experience in a secretarial, personal assistant or similar role
- Experience of working autonomously
- Experience of using Microsoft Office or equivalent tools including spreadsheets, databases, document management and communication applications
- Proven problem-solving experience
- Attention to detail
- Adaptability
- Proven experience of working with highly confidential information

Desirable

- Extensive knowledge of the business
- Experience of working one-to one and developing effective working relationships across teams
- Experience of developing and implementing process improvement.

Behavioural competencies:

- Works Collaboratively – Level 2
- Communicating with Impact – Level 2
- Customer Focus – Level 2
- Effective Decision-making – Level 2
- Working with Courage and Integrity – Level 2
- Drives for Results – Level 2
- Innovation Change and Agility – Level 1

Special Conditions/Other Requirements: e.g. travel requirements, working arrangements

- Able to work confidently without supervision
- Able to work flexible working hours
- Able to travel to London, other CITB sites, and other locations as required
- Able to work with and protect highly confidential material

Version Control:

Version	Date	Author	Change
0.1	15/1/19	Jeffrey Tyrrell	First Draft
0.2	25/1/20	Jenna Blood	Transferred to new role profile template only



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2.1 (E)	18/01/2022	Jennifer King	Amended some tasks and reporting line added. Sent WTW to evaluate changed to a Grade E
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