

EXECUTIVE ASSISTANT

JOB DESCRIPTION

The core **purpose** of this role is to provide support to the Director of Resolution (DoR) and the Investigation Management Team (IMT) within the Scottish Legal Complaints Commission. As an Executive Assistant, you'll be the right-hand person to our operations team, helping them stay prepared, on schedule and handling confidential information with the utmost discretion. You will also provide some support to the rest of the Senior Management Team (SMT).

Core **tasks** will include:

- Support the DoR and IMT in all aspects of their work. This will vary but include:
 - Working closely with DoR to support this work and liaising with DoR in regard to what days you work in the office and take leave.
 - Understanding all work will have some elements of confidentiality – some internal and some external.
 - Understand and familiarise yourself with the style and working preferences of each manager.
 - Understand various priorities for your workload.
 - Scheduling internal and external, team and individual meetings.
 - Create, update and maintaining agendas.
 - Create, maintain, edit spreadsheets.
 - Collate information to support performance management of individuals.
 - Book resources, meeting rooms, teams, IT and catering.
 - Checking and reporting on financial information.
 - Supporting on projects and training.
 - Contacting externals by phone or email as required.
 - Sending emails on behalf of managers.
 - Creating draft letters, emails and documents for approval by managers.
 - Format information for internal and external communication, including memos, emails, presentations and reports.
 - Updating spreadsheets and liaising with multiple departments.
 - Note taking for meetings.
- Undertaking various tasks for the SMT.
- The range of tasks will be wide and varied.
- Providing cover for the Secretariat to the Board, when required.
- Appreciating this is a new role and considerable flexibility is required.
- Any other reasonable tasks as requested

PERSON SPECIFICATION

Essential Criteria

Skills

- Experience of providing support to Senior Managers.
- Excellent communication, both verbally and in writing
- Strong IT skills
- Good time management and ability to work to deadlines
- Enjoys helping other people and delivering good internal customer service
- Excellent attention to detail and 'error spotting'
- Multitasking

Attributes

- Enthusiastic and motivated
- Ability to work unsupervised and as part of a team.
- Enjoys a busy and varied workload
- Enjoys supporting others to complete their work
- Flexible and open
- Comfortable working with different management styles

Desirable Criteria

Skills

- Excellent presentation skills
- Strong communicator
- Ability to plan, organise own workload whilst supporting others

Attributes

- Willing to use own initiative when required
- Forward thinking and adaptable – not afraid to suggest new ways to do things more efficiently
- Clear understanding of the SLCC's role and function.
- Adapt to changing demands and circumstances
- Problem solving skills
- Ability to work confidentiality