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| Role Title | Executive Assistant to BTS Director |
| Reports to | BTS Director |
| Directly Supervises | n/a |
| Total team size | n/a |

Role Purpose

Provide exceptional executive support by effectively handling correspondence, scheduling, and administrative duties. Ensure the BTS Director and Senior Leadership Team are thoroughly prepared for meetings and events. Create external communications, manage internal communication channels, and promote the BTS employer brand. Facilitate meetings, create newsletters, and ensure quality assurance in all communications.

The individual in this role will be highly organised and have the ability to think several steps ahead, anticipating what is required.

Key Accountabilities:

Executive Assistant Support

- Your primary responsibility will be providing seamless, executive-level support.
- You must ensure that all correspondence and requests effectively utilise time by proactively and proficiently scheduling meetings and events and assisting as required on projects and varied administrative tasks.
- You will provide meeting packs and ensure the BTS director is prepared for all meetings and appointments
- Diary management for BTS Director
- To assist in proactively managing senior management diaries as required, liaising with senior individuals internally and externally to co-ordinate efficient meeting planning.
- Co-ordinate VIP visits to BTS, including confirming agenda, liaising with EA's from across ABF and arranging meetings
- Preparing agendas, capturing actions and following up on actions for all Senior Leadership Team (SLT) meetings
- Supporting with preparation of BTS governance packs, scheduling governance pre-briefing sessions for BTS Director, taking minutes at governance meetings and capturing actions
- Approving SLT holiday requests
- Raising purchase orders for members of the SLT and provide administrative support for BTS invoicing and recharges
- Booking venues for meetings / training
- Booking UK and International travel and accommodation when required and arranging travel itineraries that meet business needs including any visa or medical arrangements.
- Effective collaboration with internal teams in BTS and ABF as required

Internal & External Communications

- Supporting BTS Director with external communications, e.g. to ABF businesses or third parties
- Creating an communications strategy and plan to ensure key messages land well within BTS
- Reviewing effectiveness of current BTS communication channels and templates and updating where necessary
- Coaching stakeholder managers in effective communications. Shaping and promoting the BTS employer brand, incl. our social media presence
- Creating the weekly BTS newsletter
- Providing Quality Assurance by reviewing communications before they are distributed and ensuring the correct use of templates, signatures etc. across BTS
- Creating surveys and facilitating focus groups
- Supporting SLT members with monthly Town Hall meetings
- Facilitating weekly BTS update calls and monthly townhalls
- Managing content on BTS' intranet (KIM)
- Creating and promoting wellbeing, diversity and inclusion messages to all BTS employees

Essential Skills, Knowledge & Experience:

- Extensive experience of successfully applying EA skills at director level.
- Understanding of the demands of working for C suite executives.
- Highly developed expertise in IT software – Outlook, TEAMS, Word, Excel, PowerPoint, Adobe and DocuSign.
- Excellent interpersonal and communication skills
- Excellent time management and prioritisation skills
- Excellent interpersonal skills and stakeholder management skills
- Experience of shaping and delivering key messages to different audiences
- Anticipating requests/requirements and preparing actions ahead of the need for them.
- Diplomacy in dealing with senior/influential individuals
- Experience of planning international travel arrangements.
- A multi-tasker who can flex with ever-changing demands and priorities, adding value and delivering to timescales
- Experience in using Microsoft SharePoint for communication purposes would be desirable (incl. SharePoint web parts etc.)

Other requirements of the role:

- Close collaboration with Head of Transformation on effective business change across BTS
- Close collaboration with the HR team to ensure aligned communication with the people and performance agenda