ROYAL PHARMACEUTICAL SOCIETY

# JOB DESCRIPTION

# EXECUTIVE ASSISTANT TO THE CHIEF EXECUTIVE AND THE PRESIDENT

Location: London
Reports to: Chief Executive
Grade: 3

## Who we are

We are the Royal Pharmaceutical Society, the professional membership body for pharmacists and pharmacy in Great Britain.

Our mission is to put pharmacy at the forefront of healthcare. Our vision is to be the world leader in the safe and effective use of medicines.

## What we do

Since the Society was founded in 1841 we have championed the profession, and are internationally renowned as publishers of medicines information. Our Royal Charter gives us a unique status in pharmacy.

We promote pharmacy in the media and government, lead the way in medicines information, and support pharmacists in their education and development.

Together, we are pharmacy.

## How we work

Our **Behaviours** guide the way we act:

**Be inspiring**: We aim high and challenge ourselves; we work together as one team towards a common goal.
**Be relevant**: to each other's needs and those of our members, the pharmacy profession and the public
**Be empathetic**: to the challenges our colleagues, members and customers face.

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## Job purpose

To provide a full range of proactive administrative support to the Chief Executive's Office, the President and Director of Finance & Resources.

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## Main Accountabilities

1. Provide effective proactive & efficient administrative support for the Chief Executive, the President, the Chief Executive's Office and other associated roles to include full diary management, co-ordinating and participating in briefing meetings, management of complex travel arrangements (including arranging visas) and recording of Presidential activity

2. To proactively manage all incoming correspondence for the Chief Executive and President including email in-box management on a daily basis, drafting responses and taking appropriate action where necessary

3. To provide full secretariat support (coordinating and arranging dates, drafting agenda, organising papers, minute taking & monitoring follow up actions etc) for the Audit & Risk Committee, Finance & Investment Committee and other committees as required including assisting in relation to organisation of meetings for the Society's Executive, Senior Leadership and Chairs and Officers Groups

4. To compile receipts and credit card statements on a monthly basis for the Chief Executive and President for expenses claims, ensuring correct budget coding is used and to arrange authorisation of credit card statements for the Executive Team by the Chief Executive

5. Provision of internal and external communications on behalf of the Chief Executive

6. To provide efficient administrative support to the Director of Finance and Resources as/when required

7. To provide cross- cover for Business & Governance Manager and other administrative staff when necessary

8. To build and maintain positive relationships with internal and external stakeholders in order to help ensure effective delivery of services ensuring good contacts with key stakeholders

9. To arrange, and have responsibility for ad hoc events, run/participate in projects or research work as required by the Chief Executive and the President

10. To assist in the creation of arrange signing for Fellowship certificates in time for the annual presentation ceremony

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11. To undertake other such duties as may be reasonably requested by the Chief Executive, President or Business & Governance Manager and by Assembly Members (as agreed with the Business & Governance Manager)

**This list is a summary of the main accountabilities of the role and is not exhaustive and the post holder may be required to undertake other duties from time to time.**

## Success Measures

- Effective proactive diary and email management
- Well planned and managed contribution to processes (within time/budget) including travel and meeting arrangements.
- Effective support and management of all meetings
- Accurate, timely, thorough agendas and minutes
- Consistent high quality of work
- Efficient handling of cross-RPS business
- Thorough, accurate and timely processing of information and reports
- Fluent, well communicated advice. Regular communication, keeping processes/projects on track.
- Contribution to team achievement and ability to see bigger picture beyond own role.
- Effective liaison with staff, members and Executive
- Good customer feedback and increasingly satisfied customers (internal and external)

## CORE RESPONSIBILITIES FOR THIS JOB

- Personal responsibility
- Problem solving
- Achieving results/delivering performance
- Managing resources

## BEHAVIOURAL COMPETENCIES

| Behavioural competency | Level required – ops, mgr, senior mgr |
|---|---|
| Strategic perspective | Operational |
| Delivering a member focussed service | Operational |
| Communication | Operational |
| Planning and organisation | Operational |
| Openness to change | Operational |
| Negotiating and influencing | Operational |

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## Knowledge & Skills for this job

- Graduate calibre (E)
- Substantial high level administrative, organisational and logistical experience in a similar role (especially diary/in-box management and travel planning) (E)
- Experience of effectively administering committee/board meetings, drafting agendas and writing minutes (E)
- Excellent verbal and written communication skills with ability to draft high level/sensitive correspondence (E)
- Excellent MS Office and computer skills (Word/Excel/PowerPoint/Outlook/Internet Explorer) (E)
- Excellent attention to detail (E)
- Excellent time management skills with the ability to prioritise conflicting demands/timescales and ability to multi-task (E)
- Ability to work in a high-pressured environment whilst working to deadlines and dealing with changing priorities (E)
- Ability to use own initiative, particularly to develop and implement improvements to administrative systems and procedures (E)
- Ability to see bigger picture beyond own role, to influence and persuade senior colleagues, build relationships with other teams, members and external stakeholders (E)
- Ability to identify confidential and politically sensitive issues and to deal with them appropriately (E)
- Ability to analyse, manage and problem solve complex and sensitive issues (E)
- Experience of working for a Royal College/Professional Body (D)