



## THE ROYAL BRITISH LEGION

### JOB DESCRIPTION

**Job Title:** PA to Director of Remembrance & Marketing

**Reporting To:** Director of Remembrance & Marketing

#### **Role Purpose:**

To act as the Director of Remembrance & Marketing's central point of contact, both internally and externally, maintaining a high level of professionalism at all times. You should have the confidence to liaise with the Legion's Executive Board, Trustees and high level representatives, from external organisations such as Government Ministers and the Royal household. You will be experienced at working under pressure, maintaining a heavy workload and managing a complex diary.

#### **Key Responsibilities:**

- To be responsible for providing timely, efficient assistance in a confidential, discreet and professional manner ensuring that urgent issues are brought to the Director's attention quickly. Ensuring and maintaining the highest level of confidentiality and discretion in all matters.
- To deliver a range of proactive PA services including accurate and timely diary management, taking minutes at meetings as required, fielding of internal and external telephone calls and email management in a way that is consistent with the highest level of efficiency and customer service.
- Events. Provide support to Director with regards to stakeholder management for key events being central point of contact for invitations, briefings and guests working with the appropriate events teams.
- To be responsible for the coordination of meetings (ensuring all associated agendas/documents are prepared and circulated to meet given deadlines), as well as organising events and travel/catering arrangements within budget as required.
- Undertake research projects for the Director, providing detailed information with supporting facts and figures and recommendations for implementation as required from time to time.
- To work with the Legion's Personal Assistants and Secretaries to ensure high standards are maintained and information shared to the benefit of the Legion and to provide holiday and sickness absence cover as required.

- To have a flexible approach and be prepared to undertake other duties as required by the Director of Remembrance & Marketing.
- To understand the principles of diversity and ensure all actions are cognisant of cultural sensitivities.
- Prepare, organise and monitor the authorisation of invoices and payment requests electronically, using eBis.

This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

## GENERAL

- To work in accordance with The Royal British Legion's shared values of **Service; Collaboration; Passion; Excellence; Valuing our people** which underpins the fundamental beliefs and qualities of who we are and what we do.
- To implement the Equal Opportunities Policy into your daily activities.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the General Data Protection Regulations and Data Protection Act 2018; to ensure the correct reporting of data breaches, any changes to the processing of personal data which require a Privacy Impact Assessment and any requests under the Individual Rights provisions are reported to the Legion Data Protection Officer..
- It is clear that due to the nature of the role, the postholder will have access to material which is confidential. It is a condition of their contract of employment that they ensure that no confidential material is leaked from the department to unauthorised members of staff.
- Royal British Legion is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. Any hire is to work in accordance with the Equality Act (2010).

## PERSON SPECIFICATION

CRITERIA	ESSENTIAL / DESIRABLE	HOW TO BE MEASURED
<b>QUALIFICATIONS</b>		
Good standard of general education to GCSE or equivalent	E	Application/Certificates
Relevant Secretarial Qualification	D	Application/Certificates
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
Significant secretarial experience at Director or Senior level	E	Application/Interview
Diary management experience	E	Application/Interview
<b>SKILLS &amp; ATTRIBUTES</b>		
Experienced user of MS Office including MS Project	E	Application/Interview
Strong communication skills both verbal and written	E	Interview
Planning, administration and organisational skills with the ability to prioritise workload effectively	E	Interview
Effective interpersonal skills – able to engage effectively with a range of audiences	E	Interview
Able to prioritise workload consistently paying due attention to detail, whilst working within tight timeframes	E	Interview
Strong team player able to work effectively with diverse client groups	E	Interview
Adaptable and flexible approach	E	Interview
Ability to work unsupervised whilst managing own workload	E	Interview
Ability to manage confidential issues with appropriate levels of discretion	E	Interview
Empathy with mission, objectives and values of TRBL	D	Interview
<b>SHARED VALUES AND BEHAVIOURS</b>		
<b>Service</b>  We support and serve. We are compassionate. We provide great customer care to all the people		Interview

<p>who come into contact with us. We are accountable and act with integrity.</p> <p><b>Collaboration</b></p> <p>We value working together and with partners to achieve shared goals. Through strong communication and support, we build trust with each other and treat everyone with respect and honesty.</p> <p><b>Passion</b></p> <p>We are passionate about our role and contribution. With a positive outlook we are resilient and committed to our work.</p> <p><b>Excellence</b></p> <p>We strive to be the best we can. We are effective and efficient. We are bold. We are open to new ideas and approaches, challenge each constructively and are willing to learn.</p> <p><b>Valuing our People</b></p> <p>We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone’s contribution.</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
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