JOB DESCRIPTION

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| Job title: | PA to the Director of Markets Development |
| Job Grade: | 5 |
| Date of completion: | November 2018 |
| Line Manager: | Director of Markets Development |
| Location | London |
| Contract type/ duration | Permanent |

Purpose of Job

To support the Director of Markets Development in the effective management and coordination of the Director of Markets Development’s work by providing efficient personal and administrative one-to-one support, and by doing so, will actively contribute to the successful delivery of Markets Development strategic objectives within the Corporate Plan.

Dimensions

Principal Accountabilities

* Manage the complex and frequently changing diary of the Markets Development Director, to make best use of their time and ensuring he/she can undertake their role effectively by supporting the delivery of Director’s objectives.
* Support the Director’s inbox management; prioritising actions and archiving effectively.
* Act as the first point of contact for the Markets Development Director dealing with telephone calls, responding to e-mails and letters.
* Manage and prioritise actions, to and from the Director, ensuring all deadlines are met and work is delegated to the appropriate person or team.
* Run the Director’s office; schedule meetings; take and distribute meeting minutes in a timely manner coordinating the resulting actions to the relevant parties. To arrange meetings, prepare and distribute papers in advance of meetings.
* Provide Secretariat support to the Markets Development Board; including minute taking, setting up meetings, and liaising with Board members.
* Ensure that the Markets Development Director is appropriately prepared for all meetings which may include preparing papers, writing briefings, preparing presentations and reports, writing communications and drafting speeches.
* Support the development of effective relationships between the Markets Development Director and staff, senior volunteers, internal and external stakeholders, and boards.
* To contribute to wider team objectives and deputising for other team members as appropriate.
* Support all aspects of the Director’s UK and overseas travel; attend planning meetings, book travel, visas and accommodation, ensuring the expense policy is adhered to and contributing to the production of itineraries and briefing packs.
* Manage the Director’s expenses and reconcile credit card statements, ensuring payments are charged to the correct budget and nominal code.
* Using the CRM data base to record all of the Director’s stakeholder engagement and obtain management information for Directorate reporting.
* Be proactive role to achieve effective communication across Directorate and the organisation.
* Contribute to the organisation of staff events e.g. away-days for the Directorate and staff.
* Liaise with HR to support the recruitment and induction of any new members of the team.
* Support Market Development Directorate key projects/events as requested by the Director.
* Assist other PAs as part of a wider PA network.

Main Contacts

Internal:

* Line manager (Director, Markets Development)
* Colleagues in the Markets Development Directorate Team
* Other colleagues in other teams; in particular the CEO’s office
* Other Directors and their PAs
* Wider network of staff

External:

* Markets Development stakeholder organisations and their offices
* Presidential team and their offices
* Senior volunteers including members of the IFoA’s Council, Management Board, etc.
* Members of the Markets Development Board
* 3rd party vendors as required.

Decisions

* Will develop and follow clear procedures, making process improvements as and when such opportunities are identified.
* Will ask for steers from the Director when required, but will be expected to take the initiative and proactively take decisions when matters do not need to be escalated.
* Will be required to flexibly organise workload, and the work of the Director, to deal with changing priorities, external deadlines or issues arising.
* Well need to act swiftly and calmly as decisions taken will usually have a relatively short time horizon.
* Will be expected to deal with any urgent work or issues that may arise, and act as a gatekeeper.
* Will have delegated authority to take decisions within clear guidelines which may be reviewed by a manager at a later date.
* Will need to take decisions on behalf of the General Counsel and have responsibility for helping the General Counsel prioritise their workload.

Complexity

* There is a strong requirement to exercise initiative, anticipate the Director’s requirements, and take decisions accordingly.
* Core skills required: problem solving, prioritising, planning ahead and managing conflicting pressures whilst remaining calm and collected. Relationship building, particularly with the director.
* The confidence and ability to interact and influence at all levels, building productive working relationships with staff and key stakeholders as an ambassador for the Markets Development Directorate.
* Will have the ability to build and maintain both internal and external contacts and will be required to provide advice and guidance.
* Most contact will be at a senior level, and therefore excellent communication skills, the ability to interact with senior staff with confidence, and the ability to influence are essential.
* Due to the sensitive nature of some of the material, discretion, honesty and integrity are vital to the role. All data must therefore be handled carefully.
* Have a collaborative and flexible approach to work and the ability to contribute fully as part of a team.
* Will be required to work under pressure in a fast moving environment and will be required to juggle varied priorities, often to meet tight and conflicting deadlines.

Impact

The role is important to the success of the Director and Directorate. The job holder will make an individual contribution to the achievement of the MD Director’s strategic objectives as he/she has individual responsibility for the delivery of some key elements of the programme.

Knowledge and Experience

Essential:

* Educated to A level standard.
* Appropriate experience in a PA role at director level.
* Solid experience of working with and for senior staff members and extensive knowledge working and liaising with boards.
* Strong communication, minute-taking, organisational, administrative and computer skills.
* Strong people handling abilities and able to manage challenging situations.
* Strong time management skills.
* Aptitude for markets and business development work and in particular understanding the sensitivities and timelines involved.
* Advanced skills or technical knowledge or may have a professional qualification and a reasonable amount of experience in order to be proficient.
* Willingness to deal with any unexpected projects that arise.
* Exceptional standard of written and verbal English
* Competent with Microsoft Office suite

Desirable:

* Knowledge of project management processes and best practices.
* Experience of working in a regulatory environment
* Some knowledge/experience of market development activities
* Some knowledge/understanding of membership organisations
* Some understanding of actuarial/financial services

**Values and Behaviours**

* Integrity – the role involves exposure to highly confidential corporate and personal information
* Community – act as the ‘corporate glue;’ both facilitating and demonstrating effective teamwork and communication
* Progress – the flexibility to fit into a fast growing team and contribute to the working practices, both from experience and fresh thinking

Additional Information

Travel – Some travel to IFoA offices in Edinburgh and Oxford may be required.