



JOB DESCRIPTION: **Executive Assistant**

LOCATION: Belfast Mills, Percy Street, Belfast BT13 2HW

REPORTS TO: Executive Director

Job Purpose:

- To provide all-round support to both the Executive Director and Board of Directors.
- To take responsibility for office management, project management, deadline compliance and security of documents and files.
- To support NIFDA by handling telephone calls, dealing with customer enquiries, complaints and general administrative tasks.

Responsibilities:

- Be the first point of contact with customers, handling enquiries and complaints aiming to provide excellent service always.
- Diary management for the Executive Director.
- Arrange business travel, including flights, transfers and accommodation.
- Manage expenses claims according to set procedures.
- Schedule Board meetings, prepare meeting agendas, papers, take minutes during meetings and distribute to Board members.
- Provide administrative support to the Director and various cluster groups.
- Maintain office correspondence including crafting routine letters and documents.
- Provide refreshments for meetings.
- Assist in event management for the various public and private NIFDA Events.
- Maintain and develop NIFDA databases.
- Maintain and develop the NIFDA portal (www.nifda.co.uk)
- Solve simple IT problems liaising with support provider as required.
- Maintain electronic filing system, ensuring processes and software are up to date, in working order and compliant with Data Protection legislation.
- Assist any NIFDA members with their marketing research or marketing requirements.
- Assist with key projects as directed.
- Liaise with outside agencies and governmental bodies on various projects.
- Identify public relations opportunities for NIFDA.

PERSON SPECIFICATION:

Qualifications: a minimum of

5 GCSE's / O-levels (grades A-C), or equivalent

AND

Pitman Executive PA Diploma (or equivalent) plus three years' comprehensive experience of working to a Management Board or Committee

OR

A minimum of five years' comprehensive experience of working to a Management Board or Committee.

Competencies – In addition to the minimum requirements outlined above, the post holder will be able to demonstrate the following:

- Executive support experience.
- Confidentiality and discretion.
- Good telephone manner, remaining professional in all circumstances.
- Administration, organisational and clerical skills.
- Clear communication skills, multi-tasking capability and professionalism.
- Working knowledge of Microsoft Office.
- Familiarity with social media platforms.
- Confidence, flexibility, self-motivation and persistence.
- Ability to work on own initiative.
- Ability to prioritise.
- Attention to detail, accuracy, efficiency and good time-keeping.
- Motivation to achieve work objectives in line with the requirements of the Board.
- Willingness to gain new skills and knowledge to achieve ongoing self-improvement.

The Executive Assistant must occasionally be willing to work outside office hours, e.g. early morning Board / Industry meetings and events which are held late into the evenings.

Outline Terms and Conditions

- Probationary period of six months
- Company pension scheme membership (contributory)
- 25 days annual leave + 11 Statutory days