

## Job Description

<b>Job Title:</b>	Executive Assistant
<b>Department/Team:</b>	Shared Services
<b>Location:</b>	National Headquarters and Training Centre, Model Farm Road, Cork
<b>Reports to:</b>	Chief Executive Officer
<b>Hours of Work:</b>	37.5 hours per week
<b>Contract Type:</b>	9 month fixed-term contract

### PURPOSE OF ROLE:

The role is responsible for providing comprehensive administrative and project management support to the CEO, Chairperson of the Board of Directors, and other members of the Board. The role involves collaborating with internal and external stakeholders to support the effective delivery of key deliverables to a consistently high standard. Implementing and managing an effective document control system is also required.

	<b>Key Accountabilities</b>
1	Manage an extremely active calendar of appointments, meetings, and calls with both internal and external stakeholders with the ability to ensure the delivery of key priority items.
2	Liase and provide support to the Board of Directors and subcommittees. Arrange and handle all logistics for Board meetings, subcommittee meetings as necessary: schedule meetings, draft agendas, develop, compile, and distribute presentation materials, and record meeting minutes. Oversee adherence to and compliance with applicable rules and regulations set out in governance documents.
3	Complete a broad variety of administrative tasks that facilitate the CEO's ability to effectively lead the charity. This includes assisting with special projects, compiling weekly and monthly reports and completing projects by assigning work to appropriate staff, including the Leadership Team, on behalf of the CEO.
4	Work closely with the CEO to keep well-informed of upcoming commitments and responsibilities, anticipating stakeholders' needs in advance and following up appropriately.

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5	Complete critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the charity.
6	Prioritise conflicting needs; track actions from meetings, chase updates from participants, handles matter expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
7	Oversee document management, creating an inventory including cataloguing and registering all charity Standard Operating Procedures (SOPs) and governance documents. Manage the updating of these documents by responsible parties while maintaining the overall register of documents.
8	Work with internal and external stakeholders to manage documents in a systematic way and create relevant templates, ensuring confidentiality and adherence to policies and procedures such as data protection.
9	Evaluate business processes: anticipate requirements, uncovering areas for improvement, and develop and implement solutions.

In addition to these key accountabilities, you may also have ownership for one or more key processes. If you are required to take ownership of a key process, this will be communicated to you via your manager and/or the performance management framework. You may be required to be on call, outside of normal business hours.

All staff are expected to comply with Irish Guide Dogs for the Blind terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies, etc. and any relevant external regulations.

## VALUES AND BEHAVIOURS

IGDB places great emphasis on how people get the job done. For example, we need people who are passionate about enabling persons who are vision impaired and families of children with autism to lead better lives and become more mobile and independent. Staff are expected to achieve these standards in order to fully meet the expectations of their role.

We value an environment that fosters high quality service, innovation, trust and respect. We are all leaders and responsible for the delivery of positive outcomes and progress for our Clients, Volunteers and Staff equally. We act with unwavering integrity and always seek to do the right thing. The following values are the basis for who we are, what we do and how we do it.

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Values and behaviours	Description
Respect	Treats Clients, Colleagues and Volunteers with equal respect. Is open-minded and tolerant of different views.
Teamwork	Supports a team environment which promotes wellbeing and maximises personal effectiveness. Communicates clearly and effectively with others. Strives to be supportive, consistent and professional with Clients, Colleagues and Volunteers.
Optimism	Is solution-focused and looks to bring a positive attitude to challenges. Celebrates wins and encourages others to do the same. Does not fear failure – believes we can all learn lessons for the next time together.
Conscientiousness	Takes pride in what is done and how it is done. Always presents a professional and capable manner in all tasks that are completed. Has a clarity of purpose. Sets a good example for others. Is accountable for what is done and takes ownership for achievement.
Integrity	Leads by example. Is fair and consistent when working with Clients, Colleagues and Volunteers. Takes ownership of achievements and responsibility for failure.
Excellence	Strives to continuously improve own performance.

## PERSON SPECIFICATION

Factor	Essential	Desirable
Job specific skills	<p>Excellent administration skills with an ability to plan and prioritise workload to ensure that all tasks and projects are delivered within specified/agreed timelines</p> <p>Strong team player and excellent communication skills</p> <p>Advanced user of Microsoft Office with great attention to detail and report writing skills</p>	<p>Technical skills utilising platforms such as Zoom, WhatsApp.</p>

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	Very strong interpersonal skills and ability to build relationships with key stakeholders	
Previous relevant experience	<p>Three years of experience in a comparable role</p> <p>Proven track record for consistently meeting and exceeding goals and delivering a superior level of job performance</p>	<p>Previous document control experience</p> <p>Experience of CRM systems</p>
Qualifications/ Training	Strong business acumen	3rd level qualification or equivalent qualification in a business discipline
Other requirements	Must be eligible to work in Ireland	

Please send your cover letter and CV to [recruitment@guidedogs.ie](mailto:recruitment@guidedogs.ie)

Closing Date: 30 November 2021