

**THE TAVISTOCK INSTITUTE of HUMAN RELATIONS  
JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE: Professional Development Executive Assistant**

**REPORTS TO:** Professional Development Manager

**LOCATION:** Tavistock Institute -- London offices

**CONDITIONS OF SERVICE**

<b>Salary</b>	£25,000 - £30,000 pro rata
<b>Hours</b>	Full-time or Part-time 28+ hours per week – every day (actual times to be negotiated) <i>Hours worked in excess of these times will be compensated by time off in lieu.</i>
<b>Annual Leave</b>	25 days per year pro rata, plus public holidays.
<b>Other Benefits</b>	Contributory pension scheme Season ticket loan facility Training and development opportunities

**About the Institute and our Staff**

Our most important asset is our staff: our strategic direction grows out of a staff team that is committed and enthusiastic about what we have come together to do. All staff at the Institute are actively encouraged to take up learning opportunities and to choose which learning paths will benefit them. Our employment policies offer enhanced benefits beyond statutory requirements: parental; maternity/paternity; sickness and other leave processes are generous. We allow staff to work flexibly: through our technology structure we can support occasional remote and distance employees. We contribute to our pension scheme. Staff then are motivated to be part of every facet of our operations through a complex network of internal teams and groups that lead on everything from our new strategy to what coffee we buy.

**Overall Purpose of the role of PD EXECUTIVE ASSISTANT**

To provide administrative support to all the Professional Development opportunities offered to the public by the Institute.

**Context of the Role**

This role provides comprehensive support to our professional development portfolio of conferences, courses, programmes and seminars. The role will primarily involve supporting the annual Leicester Conference – Task, Authority, Organisation and the 4 annual certificated modular programmes: Coaching, Supervision, P3C and Dynamics @ Board-Level plus any other shorter PD offerings including Launching Young Leaders and the Practical Seminars for Organisational Change.

The role requires someone with a strong administrative background, who is comfortable building relationships with a wide variety of potential participants, and can manage multiple responsibilities and tasks.

All Institute staff must observe the policies and procedures for HR, Health and Safety, Expenses and IT/Internet use.

**Activities:**

1. Acting as a contact point between the Institute and potential participants / the general public. To answer participant queries relating to eg arranging extra accommodation/meals for courses.
2. Responding in a timely fashion to new enquiries about our courses, programmes and conference.
3. Setting dates for future courses and conferences and keeping a calendar of PD events to prevent clashes.

4. Preparing course / conference materials, participant/staff folders and arranging couriers before the beginning of each course and then participant handouts, timetables, stationery for subsequent modules.
5. Arranging and taking minutes in Professional Development (PD) meetings.

#### **Relationships:**

6. Liaison with course venues – setting dates; booking rooms for modules; proof reading contracts. ensuring requirements are communicated to the venue and that all necessary stationery and equipment is available. Arranging venue-booking in advance.
7. Reception cover for 2 afternoons per week, including operating the switchboard, meeting / greeting visitors and making refreshments.
8. Supporting our 3-weekly Food for Thought Lunchtime Talks, liaising with speakers (in-house and out-of-house); booking and preparing rooms and making arrangements.

#### **Planning:**

9. Assisting in the preparation of marketing literature, such as brochures, for external audiences, including: proof-reading conference literature and liaising with external printers to arrange production and delivery of promotional material; co-ordinating conference mail-outs with external agencies, organising the purchase of external databases as requested.
10. Web research into competitors' PD offerings.

#### **Data and Reporting:**

11. Reporting regularly to the PD Manager about ongoing preparations and issues.
12. Collating and producing information relating to sales and marketing activities.
13. Managing databases in order to provide up-to-date and accurate information on all aspects of conference recruitment, attendance and follow-up.
14. Record-keeping and follow-up activities in relation to PD activities.
15. Protect confidentiality with regard to Institute information, to comply with ethical guidelines and Institute policy and legal requirements.

### **ESSENTIAL CORE SKILLS AND EXPERIENCE REQUIRED**

The postholder should have:-

- a high standard of written and spoken English.
- at least 5 years' previous experience in an administrative capacity.
- excellent computer skills with a comprehensive knowledge of Microsoft Word, Excel, PowerPoint and Outlook.
- good keyboard and audio typing skills, at least 50 wpm.
- the ability to create tables, graphs and diagrams.
- sufficient numeracy to use excel spreadsheets to provide invoice details and track monies in/out.

These skills would be an advantage:

- experience of web searching, proof-reading and minute-taking.
- experience of Campaign Monitor.
- other languages apart from English.

## **PERSON SPECIFICATION**

1. Behaves in a professional manner and with a proactive approach. Self-managing, dependable, and willing to exercise initiative and judgement and make decisions, where necessary.
2. Is punctual, starting and finishing work at agreed times, in order to ensure coverage for the post throughout the day.
3. Is calm under pressure, accurate and pays attention to detail. Displays a willingness to help, and takes a positive approach to requests for assistance.
4. Is interested in the Institute's work.
5. Is able to communicate simply, effectively and diplomatically to a diverse audience.
6. Is able to display excellent organisation skills when working on multiple projects and work flexibly to ensure continuity of operations.
7. Is co-operative with, and supportive to, fellow staff, and is able to work flexibly and effectively as part of a team.
8. Is able to learn new skills quickly and assimilate new information.