

## Job Description

<i>Job Title:</i>	<b>Executive Assistant</b>		
<i>Department:</i>	<b>GOV</b>	<i>Reporting to:</i>	<b>Chief Executive Officer (CEO)</b>
<i>Payroll Department</i>	<b>COH - GOV</b>		
<i>People Responsibilities:</i>	<b>None</b>		

### Main Purpose of Role:

Primarily to provide professional and comprehensive administrative support to the CEO whilst helping ensure the CEO's time is aligned with all other internal and external activities on the HTA's behalf. This role also works closely with and provides support to the HTA Chair and non-exec Directors of the HTA Board. A key area of responsibility is the organisation, facilitation, and co-ordination of the HTA board who meet quarterly.

There will be a requirement to support the business by ensuring the HTA Chair & HTA President have all necessary meetings and travel information in their internal and external diaries and that both the CEO and the Senior Leadership Team (SLT) are aware of the Chair and President's activities on behalf of the HTA, and vice versa.

There will also be a requirement to support other business areas of the HTA administratively from time to time e.g., with companywide projects or events, like the Chelsea Flower Show, as directed by the CEO.

### Role Responsibilities:

- Supporting the CEO with effective time management, including diary management, travel arrangements and setting up and co-ordinating engagements and meetings. Maintaining internal processes to support the CEO e.g., expenses, weekly diary portfolios and quarterly meeting portfolio.
- Act as the point of contact among executives, employees, members, and other external partners. Managing these relationships with a high level of professionalism and discretion where needed.
- Co-ordinate complex scheduling and calendar management, as well as content and flow of information to HTA Chair and President and vice versa disseminating current information back to SLT and/or Team Leaders in a timely manner and only where appropriate.
- Proactive support through forward planning, document management and preparation in a timely manner. Drafting and circulating all related documentation for meetings of the Board of Directors including the agenda, action plans, reports and other ad-hoc documentation.

- Assisting the SLT with appropriate communications, presentations and related documentation as required in support of CEO priorities, e.g., member visits.
- Ensuring documents are appropriately filed and distributed after meetings.
- Manage the Receptionist and Administrator by providing guidance, support, feedback and setting SMART objectives / development plans to ensure an effective and efficient service.
- Proactive management and logistical organisation of the regular meetings and events including the HTA Board meetings, HTA AGM, the Past Presidents Luncheon and annual Board and Council Dinner. Ensure event budgeting, set up, take down, IT requirements, catering, room and/or venue booking/s, accommodation, external expenses, and travel arrangements run smoothly by managing attendance (this may involve supporting the HTA Chairman and non-Executive Directors of the HTA Board in addition to the CEO, and coordinating this with the SLT).
- Reviewing group distribution lists and appropriate content on the HTA website as it applies to the HTA Board of Directors. Ensuring IT team are notified of any updates to be made in good time. Recording member contact ensuring that the interaction and outcomes are input to the membership database (CRM) to maintain records and reference member data.
- Following organisational process and procedures to ensure member expectations and agreed service level agreements are met.
- Managing and protecting member and customer information in accordance with HTA policy and data protection legislation.
- Support the CEO with general office tasks that may arise from time to time.
- Provide flexibility to undertake other projects/tasks as the CEO requires.

### Person Specification

#### Essential Skills and Qualifications:

- Proven experience within a similar role demonstrating the ability to prioritise tasks efficiently and effectively and adapt as priorities change, working flexibly and using their own initiative.
- A balance of skills including strong organisation, time management and attention to detail
- Excellent interpersonal skills with a friendly and professional manner, calm and confident with a can do attitude.
- Excellent problem solving skills offering solutions.
- Previous line management experience.
- A proactive approach with the ability to make decisions and delegate when appropriate.
- Exceptional communication and written skills.
- Previous experience of minute taking.
- A natural collaborator with the ability to build cross-group working relationships.
- Must have a high level of integrity to manage confidential and sensitive information with discretion.
- Advanced knowledge of Microsoft office.

**Desirable Knowledge, Skills and Experience required:**

- Experience of supporting committees and groups is desirable.
- An enthusiasm for gardens/gardening, the outdoor environment and contributing positively to it.

**HTA Core Purpose**

We help our members to flourish.

**HTA Mission Statement**

On behalf of our members we promote, support, and nurture our industry to ensure a robust and sustainable future. Our aim is to recruit and retain people with the behaviours that support our mission and who will grow with us and achieve more.

**Our Values****Collaboration**

Approachable, responsive, and helpful, nothing is too much trouble. Enthusiastic, self-motivated and confident with a 'can do' attitude

**Integrity**

Demonstrate honesty, trust, openness, and respect when liaising with people. Treat everyone as an individual and be responsive to their needs.

**Innovation**

Keen to develop and learn new skills. Welcomes change, is flexible and can adapt and deal with various demands. Pro-active, open to new ideas and encouraging of ways to continually improve.

**Influence**

A good communicator who listens and is able to express themselves clearly. A professional and informed approach to our members and customers. Providing specialist knowledge leading to a fulfilling experience