



## PA to Head of Relationship Management (HRM) and Head of Council Member Services (HCMS)

**Job purpose:** Deliver support services to HRM and HCMS primarily through co-ordinating activities (including diary management and travel and accommodation) and liaising with other internal and external stakeholders

### Key Accountabilities

- Provides high-quality secretarial and administrative support to the HRM and HCMS.
- Resolves a wide range of queries independently and effectively.
- Effectively manages and coordinates the HRM's and HCMS's diaries, including meeting prioritisation and, where required in particularly busy periods, finding alternatives to face-to-face meetings.
- Coordinates the HRM's and HCMS's engagements, ensuring they have the appropriate documentation in advance for all engagements, and that travel and accommodation arrangements are planned effectively for all programmes and engagements.
- Engages with the HRM and HCMS to prioritise incoming post/emails, initiate actions, dealing with if appropriate on own initiative.
- Coordinates and compiles information and documents for boards and committees.
- Engages with internal and external stakeholders (including Private Office, regional manager and senior people across the Society) to deliver on tasks as required.
- Acts in a professional manner at all times, including dealings with senior stakeholders, demonstrating high levels of proactivity, confidentiality, discretion and integrity.
- Successfully completes allocated one-off projects and assignments as directed by the HRM and HCMS.

### Knowledge, Skills & Experience

#### Essential

- Strong secretarial and administrative experience
- Up-to-date IT literacy / skills including experience with MS Office including Word, PowerPoint, Excel and Outlook
- Good written and verbal communication skills in order to explain / understand information and advice easily and succinctly
- Able to work well in a rapidly changing and pressured environment
- Able to resolve competing priorities proactively and efficiently
- Able to work with tact and diplomacy at all times, maintaining confidence where required



- Track record of delivering results by own efforts and liaising effectively with others

## **Desirable**

- Familiarity with Access databases and with standard office finance processing systems
- Some understanding of work in a professional services / membership organisation
- An interest in legal issues and the wider policy agenda

## **Planning & Organising**

- The role requires a significant level of planning and organising on both a long-term and day-to-day basis
- Key aspects include: high volumes of e-mail traffic; taking the initiative in managing the HRM's programme of travel and meetings, booking travel and accommodation and planning the diary so as to leave enough time for travel to be completed; the need to manage one-off projects which are likely to attract high profile; and involvement in supporting the annual process of planning Council, Board and Committee meetings one year in advance

## **Dimensions**

- Responsible for supporting two senior managers in high-profile roles with very busy schedules.
- Liaison with external stakeholders and influential members of the Law Society's governing body.
- No direct financial or staff responsibility, but is likely to be asked to assist with regular budget monitoring (as well as expenses claims etc)

## **Organisation Chart**

- Formal line management will rest with the Head of Relationship Management. The post-holder will also support the Head of Council Member Services. There are no line management responsibilities.