



# Falkland Islands Government – Job Description

<b>Job Title:</b>	Executive Assistant to the Chief Executive		
<b>Department:</b>	Executive Management	<b>Section:</b>	CE's Personal Office
<b>Immediate Supervisor:</b>	Chief of Executive		
<b>Grade:</b>	Falkland Islands Government Grade – D1		

## Job Purpose

Reporting to the Chief Executive (CE), the postholder will provide critical support to the CE and the Corporate Management Team (CMT) by coordinating and following up on priority initiatives to deliver on FIG's mandate and improve organisational effectiveness. As the key resource for the CE, the postholder will have the opportunity to contribute to a wide-ranging agenda of cross-government initiatives.

The Executive Assistant also serves as the primary point of contact for internal and external stakeholders on all matters pertaining to the Office of the Chief Executive.

## Main Accountabilities:

### Management of the Office of the CE

- Maintain the CE's task list including working with CMT to identify priorities and deadlines.
- Works closely and effectively with the CE to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the CE updated.
- Act as the principal contact point for external stakeholders, including CMT members, Elected Members, senior Government officials and members of the public and liaise with key stakeholders in consultation with the CE.
- Researches, prioritises, and follows up on incoming issues and concerns addressed to the CE, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- Alert the CE to matters requiring immediate attention, and manage those issues in their absence, in conjunction with senior staff.
- Provides a bridge for smooth communication between the CE's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Completes a broad variety of administrative tasks for the CE including: managing an extremely active calendar of appointments; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed itineraries, and agendas; and compiling documents for meetings.
- Plans, coordinates and ensures the CE's schedule is followed and respected. Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the CE's time and office.
- Provides leadership to build relationships crucial to the success of the organisation, and manages a variety of special projects for the CE, some of which may have organisational impact.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the CE's ability to effectively lead the organisation.
- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- Referring complaints to the relevant Officers to ensure appropriate attention is drawn to the issue in question.



# Falkland Islands Government – Job Description

## Main Accountabilities continued:

### Provide high level administrative and governance support to the CE

- Work with the CE to prepare and distribute meeting agendas and papers.
- Attend and proactively minute all meetings and prepare action lists.
- Taking a coordinating overview of all office systems to ensure their effective running and development.

### Executive Support

- Day-to-day management of the CE's diary and meeting schedule.
- Prepare and provide management over all meeting action lists, ensuring the relevant people are tasked accordingly and prompted when deadlines approach.
- Prepare and distribute orientation and induction packs for new CMT members.
- Provide additional governance support as required including support with the development of governance policies.
- Provide administrative support for Election including liaising with CE, appointed Returning Officer and Elected Members.
- Where possible, suggest improvements that could improve service delivery and/or enhance government efficiency.
- Build strong professional relationships within FIG to enhance cross-government collaboration and coordination;
- Working with the CE to ensure the team meets business planning targets.

### Senior Management Liaison

- Participates as an adjunct member of the CMT including assisting in scheduling meetings and attending all meetings.
- Assists in coordinating the agenda of senior management team meetings and off-sites, and all staff meetings.

### Communications, Partnerships, and Outreach

- Edits and completes first drafts for written communications to internal and external stake holders.
- Supporting the CE to prepare information for presentations, media interviews etc.

### Administrative Support

- Manage confidential and sensitive documentation with appropriate discretion.
- Prepare and format reports and documents for internal and external use often within short time frames.
- Prepare power point presentations for the CE.

### Act as the principal contact point for key stakeholders, including Elected Members, the Governor, UK Parliamentary offices, senior government officials, member and partner organisations and members of the public.

- Support the CE in the development and maintenance of stakeholder relations by establishing a friendly and professional report with stakeholders.
- Endeavour to always respond to requests from stakeholders in a timely manner.
- Ensure that the CE or Senior Team are made aware of issues relating to stakeholder relations at the earliest opportunity.



# Falkland Islands Government – Job Description

## Main Accountabilities:

### Staff Management

- Line Management of the Administrative Assistant.
- Scheduling regular personal review, appraisal and mentoring meetings
- Maintenance of CMT holiday and sick leave records
- Developing the team training function and holding records of staff development

**The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.**



# Falkland Islands Government – Job Description

<b>Person Specification:</b>	Executive Assistant		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<b>Qualifications/Professional Membership:</b>			
Undergraduate degree or equivalent professional qualification in a relevant discipline or equivalent work experience working at a similar level	✓		A
Relevant Professional/Business qualification		✓	A
<b>Knowledge/Skills/Experience:</b>			
5 years relevant experience of working with senior staff in a similar capacity	✓		A/I
Excellent verbal and written communication – ability to express ideas and impart key messages clearly, concisely and effectively	✓		A/I
Good skills with Microsoft Office products, particularly Excel, Powerpoint and Word	✓		A/I
Excellent organisational and time management skills	✓		I/R
Experience and interest in internal and external communications, partnership development	✓		I/R
High degree of discretion and sound judgement	✓		I/R
Strong organisational skills that reflect ability to perform and prioritise multiple tasks seamlessly with excellent attention to detail	✓		I/R
Very strong interpersonal skills and the ability to build and influence effective relationships with stakeholders, including staff, Elected Members, external partners etc	✓		I/R
Demonstrated proactive approaches to problem-solving with strong decision-making capability	✓		I/R
Capacity to multi-task and prioritise workloads, including resolving conflicting priorities	✓		I/R
Proven ability to handle confidential information with discretion	✓		I/R
Ability to sift and understand large amounts of information, to identify key trends and issues and develop informed recommendations to problems	✓		I/R
Forward looking thinker, who actively seeks opportunities and proposes solutions	✓		I/R



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<b>Person Specification:</b>	Executive Assistant		
Criteria	Essential	Desirable	Assessment Method
<b>Knowledge/Skills/Experience: (continued)</b>			
Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment	✓		I/R
Ability to see tasks through to a successful conclusion, meeting challenging deadlines whilst maintaining attention to detail	✓		A/I/R
Strong work ethic to complete assignments on time and with a high degree of quality	✓		I/R
Demonstrable commitment to high quality customer service delivery	✓		I/R
Commitment to team work and ability to build effective working relationships	✓		I/R
Ability and awareness to work with and alongside FIG's diverse workforce to achieve common goals	✓		I/R
Demonstrable ability to learn quickly, under pressure	✓		I/R
Emotional maturity	✓		I/R
Self motivation to seek out new opportunities for personal and organisational learning and development	✓		I/R
Longer-term vision and awareness to see how services can be adapted to meet future needs and challenges	✓		I/R
Ability to support pragmatic solutions to complex problems	✓		I/R
Database skills		✓	A

**Method of assessment:**

- A - Application Form
- I - Selection Interview
- R - Reference