

Role Definition

Job Title: Personal Assistant to the Chairman's Office

Reporting to: Chairman's Executive Assistant

Overview

This position is required to support the Founder + Chairman in the highly creative + highly intelligent atmosphere of a world renowned architectural practice. The successful applicant will have extensive experience with the professional administration of a high profile Chairman's or Chief Executive's office. In addition to providing high level administrative and logistical support to the Chairman, the assistant, as a representative of the Chairman's office must exhibit qualities of professionalism, confidence, professional and resourcefulness and be comfortable with dealing with people at all levels. Must be able to travel regularly to the Foster Family office in Geneva, this may be as regularly as staying in Geneva for up to a week every two weeks. Must also be able to travel to the US and elsewhere in Europe as required by the Chairman.

Responsibilities

Liaison with the Chairman

- Most requests from the Chairman will be communicated through the London Team and must be dealt with quickly and professionally
- Conversely the London Team must filter all requests to the Chairman, dealing with all requests professionally and discreetly

Correspondence Management

- Read, prioritise and action all correspondence on behalf of the Chairman (email, post, phone messages)
- Draft letters for and on behalf of Lord Foster
- Process translations as required
- Fast and accurate typing - Lord Foster often composes in long hand requiring accurate transcription
- Maintain existing filing system
- Maintain a log of outstanding issues requiring the Chairman's attention
- Execute ad hoc requests for Lord + Lady Foster - arrange gifts, flowers etc

- When needed, establish protocols and processes for efficiently handling evolving administrative needs, i.e. create databases, establish best practice etc
- To manage a high volume of correspondence and requests for Lord Foster's time
- Event organization and management when required
- Support the Chairman's Executive Assistant as required: conduct research, compile reports, travel booking

Complex Travel Management

- Create and update evolving itineraries regularly, liaising with relevant parties (pilot, chauffeur, hotels etc)
- Anticipate and manage all travel related issues: valid passports, visa requirements, currency requirements etc
- Close liaison with private staff based abroad
- Update and monitor monthly planner, ensuring accurate reflection of Chairman's movements
- Organise and prepare the Chairman's detailed schedule of internal and external meetings during visits to London
- Maintenance of the Travel Database to reflect comments on and preferences for hotels, restaurants, chauffeurs etc

Diary Management + Invitations

- Manage high volume of invitations - compile in orderly manner, efficiently present invitations for response, action as directed, record response and arrange for filing
- Handle logistics - set up meetings, interviews and facilitate communication for the Chairman

Public Profile Management

- Liaising closely with press team, manage and monitor all speaking, press / interview, appearance and submission requests (extremely high volumes requiring ability to manage many projects at once)
- Sensitively and efficiently deal with all autograph, appearance, book signing and speaking requests working closely with F+P communications team when necessary
- Liaison with high level contacts in politics, business and the arts; ability to communicate on all levels essential

Special Projects / Events

- The position will include event management, research and project management - which has included the launch of a documentary film, managing Lord Foster's commitments as a Visiting Fellow at Oxford and overseeing the logistics of Board Meetings in various locations

Qualities and skills required

- Must demonstrate calm, confident and professional demeanour at all times; particularly under intense pressure
- Creative problem solving and solutions oriented
- To effectively build relationships
- Team player able to work independently + proactively
- Able to demonstrate proficiency in the responsibilities of the role
- Legally able to work in the country in which the position is based
- Demonstrated proficiency in using Microsoft Outlook, Word and Excel
- Fluent English, spoken and written is essential
- Smart and professional dress and personal presentation at all times, acting as an ambassador on behalf of Foster + Partners
- Professional, confident, courteous and helpful telephone manner
- Punctual and reliable
- Ability to manage and prioritise tasks and time efficiently
- Excellent written and verbal communication skills - articulate and diplomatic manner
- Excellent organisational skills
- Resilient to cope with conflicting demands, able to prioritise duties and work under pressure while remaining calm and professional at all times, tenacity in approach
- Able to demonstrate initiative and a proactive approach to daily tasks
- Flexible attitude
- Ability to work independently and as part of an effective team
- To ensure that discretion is exercised when dealing with sensitive information and enquiries, and to ensure that appropriate confidentiality is maintained at all times - particularly given the confidential nature of the role
- Excellent interpersonal skills and ability to work well with all levels of management and staff both internally and externally
- Thorough knowledge of, and compliance with, company secretarial and administrative procedures and standards
- Methodical, accurate and consistent attention to detail
- Self-motivation and ability to take responsibility

- Commitment to maintaining and promoting high standards of the role
- Empathy with a creative environment

This job description reflects the core activities of the role, although there will be changes in the emphasis of duties are required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

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