

Role Summary

Job Title: Senior Personal Assistant
Supporting: Studio Head, Studio 2
Reporting to: Head of Secretarial Administration

Under the direction of the Studio Head, the Senior PA is responsible for the support and overall secretarial administrative co-ordination of the Studio. A resourceful and flexible approach is required. The person is to be able to work on their own initiative, be self-motivated and proactive. The position requires a high degree of responsibility, discretion and confidentiality.

The Senior PA is responsible for carrying out the following duties in accordance with Foster +Partners procedures as found in the Secretarial Administrative Guide.

Responsibilities

- Manage the diary of Studio Head, using initiative to make considered judgements when juggling multiple demands/changing priorities
- Act as the internal and external first point of contact for the Studio Head, gatekeeping as required
- Effectively and efficiently manage telephone calls, emails and other correspondence on behalf of the Studio Head, diverting correspondence to other staff where appropriate and replying on behalf of or researching, preparing information and drafting replies on behalf of the Studio Head
- Anticipate and initiate follow up correspondence after meetings and events
- Anticipate and initiate weekly reports on behalf of Studio Head for discussion at meetings
- Co-ordinate and attend weekly Partner's meetings [agenda preparation | follow up notes | assist with follow up as required]
- Effectively and efficiently manage meeting arrangements including room bookings, catering requirements, logistics, presentation set up and presentation material
- Co-ordinate and meet regularly with Project Secretaries to ensure appropriate secretarial administrative support for Partners, project teams and projects on behalf of the Studio
- Provide secretarial administrative support including management of expenses and filing, typing and editing documents
- Co-ordinate complex travel arrangements for UK and international travel including passport and visa assistance as required
- Undertake research as requested/directed by the Studio Head
- Suggest and implement new initiatives to support the development of the role as required
- Maintain open and effective working relationships with senior management and colleagues
- Regular liaison with other departments to ensure housekeeping policy and general office standards are maintained
- Flexibility and cover as required
- Ensure that all tasks/duties are carried out in accordance with F+P procedures and standards as stated in the Secretarial Administration Guide
- Undertake other ad hoc duties as required at the direction of the HoSA

Qualities and skills required

- Able to demonstrate proficiency in the responsibilities of the role
- Legally able to work in the country in which the position is based
- Demonstrated experience of complex diary and travel management
- Demonstrated experience of working on confidential matters, using tact and discretion
- Demonstrated experience of working at senior level, liaising with senior executives
- 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 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
- Able to demonstrate initiative and a proactive approach
- Flexible attitude
- Ability to work independently and as part of an effective team
- Ensure that discretion is exercised when dealing with sensitive information and enquiries, and to ensure that appropriate confidentiality is maintained at all times
- 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 secretarial 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.

April 2017