

Job title	Personal Assistant		
Job family	Business Management & Administration	Band	B

Job purpose
To provide administrative assistance to a group of managers, acting as first point of contact for a range of internal and external stakeholders.

Key responsibilities and accountabilities
<ul style="list-style-type: none"> • A good communicator with knowledge of the managers or activities they assist, the job holder will act as the first point of contact handling complex and confidential situations and requests in a timely and effective manner. • Organise events and meetings, including the booking of venues, travel and accommodation. • Provides some diary management services, including the management and scheduling of key calendar appointments ensuring effective use of managers' time. • Frequently liaise with various internal and external contacts, screening and prioritising all forms of incoming communications. • Maintain efficient and effective filing system, ensuring all documentation catalogued and organised using internal systems. • To undertake other duties appropriate to the post including the collation and preparation of invoices, raising purchase orders and processing expenses, providing assistance to the managers. • Prepare documents, presentations and other materials to a clear brief, using established formats and standard software. • Prepare straightforward analysis, manipulation and interpretation of data. • Dealing with routine issues and coordinating more complex responses, ensuring that these are delivered in a timely and effective manner. • Responsible for coordinating team IT requests, user administration, systems access and record keeping. Working with the lead asset manager to ensure those who are joining or moving to the department are equipped appropriately with the correct IT assets, and leaver's assets are returned.

Knowledge, skills, training and experience
<p>Essential</p> <ul style="list-style-type: none"> • Experience of providing designated assistance at managerial level in a range of organisations. • Proven experience of organisation, diary management and planning skills. • Organised with ability to prioritise own workload effectively, to coordinate activities and conflicting demands to ensure that tight deadlines are met. • Effective communication skills, with the ability to work well with range of people at all levels. • Good ability to develop strong working relationships with stakeholders at all levels of the organisation and externally. • Strong computer skills with extensive demonstrable experience of office software packages (i.e. Word, Excel and PowerPoint). • Ability to use own initiative, be proactive and deal with specific queries as they arise. • Attention to detail and practical experience of gathering, analysing and collating complex and confidential information. • Diary management experience.

Desirable

- Media sector experience.
- Relevant business administration qualification.

Job impact

Decision making

- Projects, assignments and ongoing work are undertaken with direction.
- Clearly defined objectives, directed by a combination of management, guidelines, processes and precedent.
- Operates within a month planning timescale. Managerial guidance and assistance will be available.

The job holder will perform a range of administrative tasks for senior manager/directors, and will display an understanding of methods, systems and procedures gained through practical experience of operating at a similar level.

The work involves the exercise of initiative and judgment relating to resolving confidential and sensitive information, escalating complex issues where necessary.

Scope

- Financial. Role/team dependent
- Employees. n/a
- Other. Role/team dependent

Other information

For Reward team use only

Job Code

Definition:

Support

This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.

APPENDIX

- Substantial administrative experience within a Drama or Arts environment, with experience of managing a constantly changing diary and heavy workload.
- Ability to manage editorial and management contacts with tact and sensitivity.
- Ability to handle confidential information with tact and sensitivity.
- Excellent telephone skills and ability to communicate information effectively to a wide range of production and non-production personnel, internal and external to the BBC.
- Interpersonal and communication skills sufficient to establish and maintain effective working relations with a wide range of internal and external contacts.
- Effective time management and organisational skills and the initiative to work independently.
- Resilience to sustain performance when under pressure from a high volume of work, and conflicting priorities.
- Strong appreciation and understanding of television drama production across the industry, and a demonstrable desire to work within the TV Drama Industry.
- Experience of working within a script environment is advantageous.

