

PA to Directors

Title	PA to Directors
Purpose	<p>As PA to the Directors, you will provide effective administrative and organisational support to the UK MD of Ceuta Healthcare, VP of Grocery and National Accounts, Ceuta Group CEO, the International Business Development Director, and the Group Finance Director, ensuring that all tasks are completed accurately and in a timely manner.</p> <p>You will also be part of the organisational team for the International Division's conference each year, organise CSR (charity and community) activities, as part of a team, for Ceuta Healthcare, and manage the organisation of Head Office company meetings and events.</p>
Reports to	UK MD of Ceuta Healthcare
Direct Reports	None
Key Areas of Responsibility	<ul style="list-style-type: none"> • Managing and scheduling the CEO's and Directors' meetings and diary appointments. • Being aware of daily priorities and commitments to ensure that all appropriate reports, documents, presentations, and associated actions are prepared and distributed in a timely manner. • Monitoring correspondence and ensuring information is responded to and directed to the relevant staff members expeditiously. • Submitting expenses on the behalf of Directors. • Preparing presentations (PowerPoint) and reports (Excel) for the MD, CEO and Directors. • Undertake confidential work for the CEO, Directors, and Senior Managers. • Preparing and distributing Board Report decks for the Ceuta Healthcare and Ceuta Holdings board meetings, as well as taking and distributing minutes of those meetings. • Booking and organising hotel accommodation, meeting venues and travel arrangements for the Directors as required, as well as resolving issues with our corporate travel management company. Always mindful of getting the best value. • Supporting the Group Communications Manager with the production of Ceuta Healthcare internal and external communications. Creating engaging content for use across multiple social media platforms and presentations when required. • Production of trade materials for marketing and adverts for trade magazines using Photoshop when required. • Provide support to the VP and Go2Grocery Team as required. • Acting as first point of contact for enquiries from external organisations affiliated with Ceuta Group. • Fielding new product development enquiries for the MD and support our customer services team to provide accurate information and direct enquires appropriately. • Manage the organisation of all internal events such as Summer and Christmas parties, charity fundraising events and other staff social events. • Support the organisation of larger conference style events such as the Ceuta Healthcare Conference and the Ceuta International Alliance Annual Conference • Be accountable for co-ordinating the following for each event: <ul style="list-style-type: none"> ○ Budget management and CPAs ○ Coordination of venue hire ○ Production of event programmes/itineraries/invitations and other conference related documents

	<ul style="list-style-type: none"> ○ Organisation of delegate travel and accommodation arrangements when required ○ Attending events to act as point of contact to all delegates ○ Measuring ROI of events and making recommendations to Senior Management ● Participate in the production of the CSR annual report and strategy as charity liaison, with support of the CSR committee. ● Establish and maintain a sound knowledge of the Director’s functions and structures in order to understand the business priorities and objectives. ● Carrying out any other reasonable tasks or special projects directly or indirectly connected with the role, as requested.
<p>Professional Competencies</p>	<p>Career Experience</p> <ul style="list-style-type: none"> ● Previous experience as a Senior Administrator or Personal Assistant is essential. ● Previous experience of organising and managing corporate events (up to 150+ delegates) is essential. ● Previous experience of managing a project-based workload is essential. ● Previous experience in taking minutes of meetings is desired. ● Previous training and demonstrable experience in using Photoshop is desired. ● Experience of email marketing, including using an email marketing software is desired. <p>Qualifications</p> <ul style="list-style-type: none"> ● Educated to an A-level standard or equivalent. This should include a very high standard of spoken and written English, and a good general education in Maths. ● PRINCE 2 Qualification is advantageous <p>Required Skills</p> <ul style="list-style-type: none"> ● The ability to proactively identify issues that may affect the work of the CEO, UK MD, International Business Development Director, and other directors as necessary and find solutions accordingly. ● Attention to detail and accuracy to ensure that all work is completed to the required standard. ● The ability to communicate effectively and develop strong working relationships with both internal and external stakeholders of all levels. ● The ability to prioritise effectively, juggle conflicting commitments and independently manage your own time and workload to meet required deadlines. ● The ability to maintain confidentiality, honesty, and discretion at all times. ● The ability to use Excel to an intermediate level, including understanding and utilising formulas in a spreadsheet in order to prepare and keep track of event budgets and create and analyse sales trackers for Senior Management. ● The ability to use Word to an intermediate level in order to correspond with clients, produce commercial contracts and create mail merge documents for bulk mail-outs. ● The ability to use PowerPoint to an advanced level in order to create engaging, professional, and impactful presentations for Directors meetings. ● The ability to use Outlook to an advanced level in order to manage multiple diaries effectively. ● Preferred: The ability to use Publisher to an intermediate level in order to compile and edit the bi-annual International Magazine and the conference invitations and communications.

Ceuta Group Core 6 Behavioural Competencies	<p>Effective Communication – 3</p> <ul style="list-style-type: none"> Creates opportunities for others to provide feedback Inspires others to achieve through persuasive communication Creates a positive and trustworthy environment for others to communicate their ideas Facilitates discussions to achieve collective objectives Seeks to understand conflict to take appropriate action Conveys information in a timely, transparent and honest manner Presents succinct, well balanced information orally and in writing with clear outcomes Communicates in a straightforward, honest and engaging manner with all colleagues 	<p>Client Focused - 3</p> <ul style="list-style-type: none"> Anticipates client/customer upcoming needs and concerns Looks for ways to add value beyond clients/customers immediate requests and acts upon them Demonstrates an urgency and understanding of client/customer needs when providing solutions to issues Ensure clients expectation on timescales, delivery and outcomes are realistic and accurate Is able to identify and action issue resolution Explores and addresses long-term client/customer needs Is pro-active in their approach to develop client/customer feedback into positive outcomes Analyses their service delivery and seeks out way in which to actively improve and develop
	<p>People Driven – 3</p> <ul style="list-style-type: none"> Trusts colleagues to deliver work once delegated appropriately to create positive work outputs Acts as a team player, investing time to generate a common focus and genuine team spirit Provides a supportive environment and removes barriers to ineffective working Takes responsibility for creating a working environment that encourages equality, diversity and inclusion Consistently demonstrates the ability to give timely and constructive feedback Encourages and seeks out feedback and makes positive improvements regardless of how the feedback was given 	<p>Drives Performance & Efficiency – 3</p> <ul style="list-style-type: none"> Identifies when adjustments are needed in own area of responsibility and sets priorities accordingly Takes responsibility for making decisive decisions to move things forward and owns the outcome Demonstrates commitment to delivering results in his/her own work as an example to the team Empowers others to maximise efficiencies through result-based constructive feedback Identifies areas in the business where improvements will bring the most significant gains Can overcome obstacles to reach goals and provide alternative solutions that grow the business and accomplish financial objectives Prioritises effectively to ensure that result-driven business outcomes are achieved

	<p>Supports & Embraces Change – 3 Inspires others by championing changes to achieve common goals</p> <p>Drives efficiency and effectiveness by identifying and exploring areas for improvement</p> <p>Leverages appropriate behaviours within team in support of change efforts to drive improved performance</p> <p>Communicates change plans to employees in a clear and timely manner</p> <p>Collaborates and makes compromises for the greater good without sacrificing personal principles or business ethics</p> <p>Uses the business tools available to measure effectiveness of change</p>	<p>Grows the Business - 3 Seeks a wide range of sources of objective information when making decisions</p> <p>Recognises causes and consequences of actions and events that are not readily apparent and takes appropriate action</p> <p>Is alert to emerging issues and trends which may impact or benefit their own and team’s work</p> <p>Uses own knowledge and expertise to lead interventions and develop new systems for self and team</p> <p>Can demonstrate how directly or indirectly their role, and that of their team, impacts business results</p> <p>Has a good level of understanding of the Ceuta Group’s business, products and services</p>
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