



Executive Assistant

<b>Title</b>	<b>Executive Assistant</b>
<b>Purpose</b>	As EA to the Directors, you will provide high-level administrative and organisational support to the CEO/COO/CFO and Holdings Directors, ensuring that all tasks are completed accurately and in a timely manner.
<b>Reports to</b>	Chief Operating Officer
<b>Direct Reports</b>	None
<b>Key Areas of Responsibility</b>	<ul style="list-style-type: none"><li>• Managing diaries, scheduling both internal and external meetings.</li><li>• Being aware of daily priorities and coordinating meetings by organising and collating meeting agendas, providing confidential minute taking and distributing any follow-up actions.</li><li>• Monitoring correspondence and ensuring information is responded to and directed to the relevant employee expediently.</li><li>• Preparing and distributing Board packs for the Ceuta Healthcare and Ceuta Holdings board meetings, as well as taking and distributing minutes of those meetings.</li><li>• Supporting the CEO/COO/CFO and Holdings Directors with reports and administration, preparing correspondence and producing high-quality documents.</li><li>• Submitting expenses on the behalf of the CEO/COO/CFO and Holdings Directors.</li><li>• Booking and organising hotel accommodation, meeting venues and travel arrangements for the CEO/COO/CFO and Holdings Directors as required, as well as resolving issues with our corporate travel management company. Always mindful of getting the best value.</li><li>• Acting as first point of contact for enquiries from external organisations affiliated with Ceuta Group.</li><li>• Managing the organisation of internal events such as Summer and Christmas parties and other employee social events.</li><li>• Supporting the organisation of the Ceuta Healthcare Conference and the Ceuta International Alliance Annual Conference, including managing delegate lists, invitations, accommodation, dietary requirements, and travel.</li><li>• Establishing and maintaining a sound knowledge of the business functions and structures in order to understand the business priorities and objectives.</li><li>• Carrying out any other reasonable tasks or special projects directly or indirectly connected with the role, as requested.</li></ul>
<b>Professional Competencies</b>	<p><b>Career Experience</b></p> <ul style="list-style-type: none"><li>• Previous experience as a Senior Administrator or Executive Assistant is essential.</li><li>• Previous experience of organising and managing corporate events is preferred.</li><li>• Previous experience in taking minutes of meetings is desired.</li></ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"><li>• 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.</li></ul> <p><b>Required Skills</b></p> <ul style="list-style-type: none"><li>• The ability to proactively identify issues that may affect the work of the CEO/COO/CFO and Holdings Directors and find solutions accordingly.</li></ul>



	<ul style="list-style-type: none"> <li>• Attention to detail and accuracy to ensure that all work is completed to the required standard.</li> <li>• The ability to communicate effectively and develop strong working relationships with both internal and external stakeholders of all levels.</li> <li>• The ability to prioritise effectively, juggle conflicting commitments and independently manage your own time and workload to meet required deadlines.</li> <li>• The ability to maintain confidentiality, honesty, and discretion at all times.</li> <li>• The ability to use Outlook to an advanced level in order to manage multiple diaries effectively.</li> <li>• The ability to use Excel to an intermediate level, including understanding and utilising formulas in a spreadsheet.</li> <li>• The ability to use Word to an intermediate level in order to produce high-quality correspondence and create mail merge documents.</li> <li>• The ability to use PowerPoint to an intermediate level</li> </ul>	
<p><b>Ceuta Group Core 6 Behavioural Competencies</b></p>	<p><b>Effective Communication – 3</b> Creates opportunities for others to provide feedback</p> <p>Inspires others to achieve through persuasive communication</p> <p>Creates a positive and trustworthy environment for others to communicate their ideas</p> <p>Facilitates discussions to achieve collective objectives</p> <p>Seeks to understand conflict to take appropriate action</p> <p>Conveys information in a timely, transparent, and honest manner</p> <p>Presents succinct, well-balanced information orally and in writing with clear outcomes</p> <p>Communicates in a straightforward, honest, and engaging manner with all colleagues</p>	<p><b>Client Focused - 3</b> Anticipates client/customer upcoming needs and concerns</p> <p>Looks for ways to add value beyond clients/customers immediate requests and acts upon them</p> <p>Demonstrates an urgency and understanding of client/customer needs when providing solutions to issues</p> <p>Ensure clients expectation on timescales, delivery and outcomes are realistic and accurate</p> <p>Is able to identify and action issue resolution</p> <p>Explores and addresses long-term client/customer needs</p> <p>Is pro-active in their approach to develop client/customer feedback into positive outcomes</p> <p>Analyses their service delivery and seeks out way in which to actively improve and develop</p>
	<p><b>People Driven – 3</b> Trusts colleagues to deliver work once delegated appropriately to create positive work outputs</p> <p>Acts as a team player, investing time to generate a common focus and genuine team spirit</p>	<p><b>Drives Performance &amp; Efficiency – 3</b> Identifies when adjustments are needed in own area of responsibility and sets priorities accordingly</p> <p>Takes responsibility for making decisive decisions to move things forward and owns the outcome</p>



	<p>Provides a supportive environment and removes barriers to ineffective working</p> <p>Takes responsibility for creating a working environment that encourages equality, diversity, and inclusion</p> <p>Consistently demonstrates the ability to give timely and constructive feedback</p> <p>Encourages and seeks out feedback and makes positive improvements regardless of how the feedback was given</p>	<p>Demonstrates commitment to delivering results in his/her own work as an example to the team</p> <p>Empowers others to maximise efficiencies through result-based constructive feedback</p> <p>Identifies areas in the business where improvements will bring the most significant gains</p> <p>Can overcome obstacles to reach goals and provide alternative solutions that grow the business and accomplish financial objectives</p> <p>Prioritises effectively to ensure that result-driven business outcomes are achieved</p>
	<p><b>Supports &amp; Embraces Change – 3</b> 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><b>Grows the Business - 3</b> 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>