Job Description



JOB TITLE: Executive Assistant

GRADE: 4

REPORTING TO: Executive Team member

LOCATION: London

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs. ERS recently announced the backing of Arcus, Lloyd’s syndicate 1856, giving the firm the ability to write Specialty, Commercial and Reinsurance lines alongside the existing motor business within Syndicate 218.

**THE ROLE:**

To provide full secretarial, diary and administration support to assigned members of the ERS Executive Team. The role may involve becoming aware of confidential or sensitive information and in such circumstances this information must be treated with appropriate confidentiality. Alongside the other Executive Assistants, provide onsite reception and facilities duties to ensure the smooth running of the London office.

**KEY RESPONSIBILITIES:**

* Timely and accurate secretarial administration support at an Executive level
* Using judgement to determine which issues require the Directors’ immediate attention and prioritising actions accordingly.
* Effectively managing the Directors diaries– arranging meetings and ensuring time is managed effectively
* Ensuring any papers and information needed for meetings are prepared, collated and readily available
* Handling and production of confidential reports and other documents of a confidential nature
* Liaising with key business contacts and stakeholders
* Arranging internal and external meetings including preparation of agendas
* Screening and monitoring telephone calls and dealing with them accordingly
* Screening email and dealing with administrative emails accordingly
* Arranging travel and hotel accommodation for Directors, and team members where applicable
* Raising invoices through the purchasing system
* Administration of correspondence, including opening post and prioritising
* Formatting PowerPoint presentations
* Maintaining holiday and attendance records for Directors and team as applicable
* Organise/assist with staff and external events
* Book meeting rooms and arranging catering
* Work as a team member with other Executive Assistants to cover periods of absence from the office
* To contribute on projects as needed
* Any other reasonable duties required to facilitate the smooth running of the departments
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values
* Carry out other reasonable tasks as required by line management

Specifically related to the reception & facilities duties:

* Regular contact with the Facilities Manager to monitor and feedback as required on the London onsite requirements
* Maintain relationship with main building reception informing ERS host that visitors have arrived ensuring guest are not left unattended for an unreasonable period of time. Meet and greet high profile visitors as required.
* Plan for refreshment and catering requests for high profile visitors setting up and clearing rooms as necessary.
* Act as on-site point of contact for facility contractors as required.
* Daily management of post in and out – deliver incoming post to appropriate employees, manage outgoing post through use of Royal Mail portal and Royal Mail Relay and arrange courier services as required
* Liaise with Building Management in respect of any building maintenance or environmental issues raised copying in Facilities on all email exchanges and escalating issues to facilities as required.
* Notify Facilities of any office cleaning performance issues and office maintenance issues.
* Print new starter ID cards and on confirmation from facilities that cards are activated issue access control cards to new starters (or to HR for onward issue).
* Monitor stationery levels and order as required.
* Monitor employee welfare supplies such as milk and coffee informing Facilities of order requirements.
* Willingness to work out of hours in emergency situations.

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*

**KEY DESIRABLE ATTRIBUTES:**

* Previous experience of working at Executive Assistant level
* Proficient in MS Office (Word, Excel, PowerPoint, Outlook)

**KEY PERSONAL DESIRABLES:**

* Ability to pre-empt issues and use initiative to resolve them
* Capable of working under pressure and managing multiple tasks
* Takes a pragmatic approach and demonstrates tact and diplomacy
* Understands need for Confidentiality / discretion as and when required
* Ability to prioritize and be mindful of future engagements
* Strong interpersonal and relationship building skills at all levels
* Excellent attention to detail and quality focus
* Proactive and comfortable taking responsibility and ownership for tasks
* Approachable at all times
* Calm and positive disposition
* Flexible approach to working hours as required

Name (PRINT): .…………………………………………………………………

Signature: …………………………………………………………………………

Date: …………………………………………………………………………………