

Executive Support Assistant

Location: London

Permanent

Salary: £23,700



Executive Support Assistant – About the Role

As Executive Support Assistant, you will support our Australian based Global Programme Director and programmes team to achieve long-term sustainable solutions for animals worldwide by developing and maintaining effective support administration.

This will be a varied and rewarding role, which will involve the taking detailed minutes of meetings, extensive diary and email management, formatting documents and making travel arrangements. Central to the success of this role will be your excellent organisational skills and your ability to work in a global environment, across multiple time zones.

You will maintain effective systems and procedures as well as identify areas for continuing improvement. You will also support our Executive Assistant to provide administration and organisation support to senior management. Important will be the ability to maintain effective systems and procedures as well as identify areas for continuing improvement.

Executive Support Assistant – Requirements

You must have executive support experience including minute taking, electronic diary management and completing general administrative duties to high standards.

You will be highly organised and have a keen attention to detail. Capable of using your initiative and prioritising your workload, you will possess excellent communication, decision making and relationship building skills. Proficient in using MS Office, you will thrive in a busy environment and are comfortable meeting deadlines. You will also be able to demonstrate the ability to develop and improve processes.

As our Executive Support Assistant you will have a natural passion for animal welfare and the health of our oceans and a strong commitment to the aims and values of World Animal Protection.

Who are we?

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We are World Animal Protection.

For over 50 years we have moved the world to protect animals.

We protect animals because we believe a sustainable future for the planet can only be achieved if both animals and people are part of the solution.

We stop the exploitation of wild animals for entertainment and profit. We protect pets and working animals in communities across the globe. We campaign for better farm animal welfare and fight against factory farming. We also help animals when disaster strikes.

Our vision is a world where animals live free from suffering. We are working to help people to see how important animals are to all of us.

We are determined to influence decision makers to put animals on the global agenda and inspire people to change animals' lives for the better. Today we're working on projects to end animal suffering by helping governments and communities to protect and care for their animals.

Join us and together we can move the world for animals.

Executive Support Assistant – How To Apply

If you want to be part of a dynamic organisation that values people as individuals, as well as inspires and motivates its employees to succeed and expand their talents, then please send a copy of your CV and cover/motivation letter to recruitment@worldanimalprotection.org. On your motivation/cover letter please outline your relevant experience in minute taking and diary management.

Please note that all candidates must have the right to work in the UK. We will not be able consider candidates who do not have the eligibility to work in the UK.

As we often receive a large number of applications from experienced and qualified candidates we will generally give priority to those who can demonstrate that they meet all of the essential criteria listed. It is important that you show how you meet all the essential criteria and your application will be stronger if you show that you meet at least some of the desirable criteria.

Due to the large volume of applications that we receive, we will not be acknowledging receipt of your application. If you do not hear from us within 3 weeks of the closing date, please consider your application as unsuccessful.

World Animal Protection is committed to providing equal opportunities for everyone regardless of their background. We value diversity and welcome applications from all sections of the communities. We kindly request Recruitment agencies should not approach us for this role as we will be considering direct applications.

Our new name is World Animal Protection. We were known as WSPA (World Society for the Protection of Animals)

Job Description



Executive Support Assistant

We are World Animal Protection.

We end the needless suffering of animals.

We influence decision makers to put animals on the global agenda.

We help the world see how important animals are to all of us.

We inspire people to change animals' lives for the better.

We move the world to protect animals.

World Animal Protection is a truly global organisation, working in over 50 countries across the world, with offices in every continent. Our vision is a world where animal welfare matters and animal cruelty has ended. We protect animals because we believe a sustainable future for the planet can only be achieved if both animals and people are part of the solution.

Job Title: Executive Support Assistant

Location: London

Reports to: Office Manager

***Technical/Professional Accountability to:** N/A

Reportees: N/A

***Technical/Professional Reports:** N/A

Budget holder: No

Global/Local¹: Global

Main Purpose of the role

As Executive Support Assistant you will play a key role within the organisation, helping to develop and maintain effective support processes for teams within World Animal Protection.

- Support the Global Director of Programmes with day to day tasks, who is based in Australia.
- Develop and maintain effective systems and procedures and identify areas for continuing improvement
- Coordinate projects and manage relationships with key stakeholders

Accountabilities

- Support the Executive Assistant in providing administrative and organisational support to the Global Senior Management Team, other Senior Managers and the Board of Trustees
- Work closely with the Office Manager, providing cover when the other ESA's are out of the office
- Collaborate with global Executive Support teams and World Animal Protection staff worldwide

- The role holder will comply with the organisation's policies and procedures.

Duties and Responsibilities

Administration and Logistical support

- Supporting the GDP – extensive diary and email management, coordinating meetings, formatting documents, booking travel/hotels, expense management, minute taking when required
- Assistance with the preparation of materials i.e. presentations, correspondence, etc. including the necessary papers for the World Animal Protection board, PSG (Programme Steering Group) and GLT (Global Leadership Team) meetings and budget planning and reporting administration.
- Providing admin assistance for the EA to the CEO – including Board liaison, expenses and travel
- Providing admin support to the Programmes SMT/ teams where necessary including attending meetings taking minutes and following up on action points

Information and Project Coordination

- Have an understanding of existing organisational processes and help to develop clear and simple procedures/methods (e.g. timetables, reports, contracts, filing, guidelines)
- Carry out research for projects, including tracking and compiling information, as and when requested
- Develop and maintain excellent working relations with all global staff and ensure effective communication takes place (e.g. follow up/remind SMT of actions)
- Assistance with the preparation of materials i.e. presentations, correspondence, etc. including the necessary papers for the International Programmes Team.
- Providing back up admin assistance for the EA to the CEO – when the EA is not in the office
- As part of the ESA team, cover reception during times the receptionist is at lunch or not in the office.
- Processing all invoices for the International Fundraising and Communications Team
- Preparation of materials for Trustee / GLT meetings and other events.
- Any other duties as required by the line manager that commensurate with the post

Skills and Experience

Essential

- Previous executive support experience, including minute taking, extensive electronic diary management and general administrative tasks
- Proactive with ability to use initiative in work
- Excellent written and verbal communication skills
- Strong organisational skills with ability to plan, prioritise and manage workload effectively
- Ability to respond calmly and be flexible to changing priorities
- A track record of process development and improvement
- A team player with ability to work well with staff at all levels
- Strong interpersonal skills and ability to engage with diverse personalities
- Proven ability to implement and follow up on action plans

- Maintain a high degree of discretion and confidentiality in work
- Excellent attention to detail
- IT literate with working knowledge of Microsoft Office suite

Desirable

- Experience of operating within a charity
- International experience
- Understanding of budgets and planning and reporting processes.

Last reviewed/updated: 12.09.2016

*World Animal Protection operates in a matrix environment. This means we routinely work with colleagues from different locations, business units and cultures in cross-functional and virtual teams.

¹A **global role** works across geographic boundaries with a remit to enable the delivery of strategic organisational activity across the world, providing direct input and support at a local level as required. A **local role** is primarily focussed on the delivery of strategic organisational activity within a country or location, providing information and input to global strategy and directions as required.