

## Executive Assistant / Team Administrator (ENG & FR speaking)

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| <b>JOB PURPOSE:</b> | This role sits at the very heart of the Publish What You Pay (PWYP) Secretariat and is involved in all areas of the organisation's work. Working closely with the Operations Manager, this role is responsible for the effective operations of the organisation by supporting the Executive Director, Senior Management Team, and PWYP's legally constituted governing bodies: the Global Council, PWYP EU Board, and PWYP UK Board. Furthermore this role will provide administrative support to the wider secretariat team. |
| <b>REPORTS TO:</b>  | Operations Manager  |
| <b>HOURS:</b>       | Full Time   |
| <b>SALARY:</b>      | 43,745 Euro per annum + benefits worth up to 15% of annual salary   |
| <b>LOCATION:</b>    | Brussels, Belgium (with flexibility to work from home)  |
| <b>TRAVEL:</b>      | The post holder will occasionally be required to travel internationally to in-person governance & team meetings   |

### SCOPE OF RESPONSIBILITIES:

| Key Result Area   | Example Responsibilities   |
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| Enhance the effectiveness of the Executive Director and Senior Management Team by providing high quality, proactive executive assistance. | <p>Enhance the ability of the Executive Director (ED) and Senior Management Team (SMT) to discharge their duties through providing executive assistance as needed, including but not limited to;</p> <ul style="list-style-type: none"> <li>• Provide administrative support, including extensive calendar and diary management, coordinating schedules, meetings and appointments</li> <li>• Preparing expense claims and other related tasks</li> <li>• Proactively manage all logistical needs to support the ED and SMT with travel arrangements (hotel and flight bookings, airport transfers, visa applications, and meeting room bookings), registration for events, dinner arrangements, networking events, public appearances and other practical support</li> <li>• Management and oversight of special ad-hoc projects, as requested by the Operations Manager</li> </ul>   |
| Ensure PWYP meets good governance standards through the successful delivery of all governance meetings and timely administration          | <p>Support the Operations Manager to ensure the successful delivery of all governing body meetings, by;</p> <ul style="list-style-type: none"> <li>• Coordinating governing body meeting arrangements and ensuring that follow up actions are implemented within designated timeframes, including calendar and diary management and coordinating schedules to facilitate governing body meetings. This includes arranging all travel logistics; flight bookings, visa or other entry requirements/applications, hotel bookings, transfers etc.</li> <li>• Act as the budget holder for the meetings described above, including developing and monitoring use of these budgets. This includes providing support in financial disbursements for expenses when needed</li> <li>• Coordinate translation and interpretation services for all relevant meetings and events, including liaising with external consultants, and overseeing quality assurance of translated documents</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>● Ensure that communications systems and processes are developed and maintained in order to support the effective coordination of all the governing bodies, including the management of distribution lists and documentation</li> <li>● Work with the Communications Coordinator to ensure that the 'About Us' page on the PWYP website is kept up to date with relevant governance information.</li> <li>● Act as the emergency contact for travelling governing body members during work hours.</li> <li>● Provide secretarial support for PWYP EU INPA and its governing body; and support the Operations Manager as required with all related administrative and governance tasks concerning PWYP EU INPA, including liaising with lawyers/accountants and other third parties as needed</li> <li>● Act as the first point of contact for PWYP EU INPA and ensure all letters, emails and other communications sent to PWYP EU are received and actioned, in coordination with the Operations Manager/Director of Finance &amp; Operations as required.</li> <li>● Support the Operations Manager with maintenance of trustee &amp; director due diligence for both PWYP EU &amp; PWYP UK. This includes ensuring official databases/registry offices/banks and other third parties reflect the latest governance personnel changes</li> </ul>   |
| <p>Support the effective management of PWYP by providing administrative and operational support to the wider secretariat team</p> | <ul style="list-style-type: none"> <li>● Prepare memos, letters, invoices, statements and format other documents as requested (reports, agendas, proposals, PPT presentations etc.) in line with PWYP's brand guidelines and using automatic formatting functions</li> <li>● Provide office management services for the UK &amp; EU office; this includes making room bookings for meetings, managing storage facilities, arranging courier services where items need to be transported to staff or partners, and other similar tasks</li> <li>● Support the Operations Manager with staff on boarding and offboarding. This may include preparing the induction pack, liaising with IT support and the PWYP mobile phone provider to ensure adequate set up of equipment and access to the correct documents and files, and other such tasks</li> <li>● Support the Operations Manager with logistics around recruitment; posting job advertisements, and scheduling interviews arrangements</li> <li>● Support the Operations Manager on effective knowledge management across the secretariat; including monitoring the info@ email address and directing emails to the appropriate person for action; knowledge management of digital and physical documents, ensuring they are well organised and easily accessible</li> <li>● Support with staff welfare activities, such as arranging team social events, leaving cards and gifts, and other such activities</li> <li>● Support the team by developing and keeping up to date standardised templates for key documents. Examples include PWYP slide decks, letterheads, contracts, and other such 'standing documentation'</li> <li>● Schedule team meetings and team-wide events, e.g. the weekly team meeting, and keep the chair/note taker rota up to date</li> <li>● Act as the main point of contact with PWYP's travel operator and, working closely with the Operations Manager, ensure that all travel and event management related policies are applied</li> <li>● For those travelling under the PWYP policy, ensure that they are provided with details of insurance and cover note if needed along with emergency contact details</li> <li>● Keep up to date on travel advisory bulletins and support the Operations Manager to ensure that everyone travelling on behalf of PWYP are provided with appropriate safety/security briefings/information</li> <li>● Coordinate translations of documents for the team and act as the main point of contact with the interpretation and translation providers, maintaining good working relationships and ensuring timely provision of translated documents</li> <li>● Other ad-hoc administrative tasks as requested to support the PWYP Secretariat team</li> </ul> |

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| <p>Oversee the successful delivery of PWYP in person and virtual events</p> | <ul style="list-style-type: none"> <li>● Coordinate and oversee arrangements for PWYP events as requested, such as the Global Assembly, Africa Conference and Secretariat team retreat. Ensure that PWYP events are provided with adequate administrative and logistical support, including: <ul style="list-style-type: none"> <li>○ Preparing delegate lists based on information from the event organiser;</li> <li>○ Supporting visa applications and proactively identifying and resolving challenges</li> <li>○ Liaising with service providers to ensure high quality events and that the required standards including assessment of health and safety, as well as accessibility are met</li> <li>○ Acting as point of contact for delegates' logistical needs and queries, (in coordination with the event budget holder)</li> <li>○ Coordinating with the Finance department to manage cash and expense administration</li> <li>○ Supporting the Operations Manager to identify and mitigate risks associated with travel and events</li> <li>○ Arranging interpretation and translation as needed</li> </ul> </li> <li>● Act as the point of contact for support with virtual meeting platforms and manage the Zoom and Hopin accounts; liaise with ICT support as needed</li> <li>● Support the team with training as well as technical and logistics support when required to run webinars and online conferences, including managing online features such as breakout rooms, translation, polls etc</li> <li>● Be proactive in seeking solutions to ensure the efficient delivery of PWYP events and webinars</li> <li>● Working with the MEL Coordinator, arrange for feedback on logistical support to be collected following events to aid learning and continuous improvements</li> </ul> |
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## FINANCIAL SCOPE:

| Financial Impact of Role  | Nature of Responsibility   |
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| Small (under £5000); Medium (£5000-£499,000); Large (£500,000-£1,500,000); Very large (over £1,500,000) | Stewardship; Shared Responsibility; Direct Responsibility; Accountable |
| Medium  | Shared Responsibility  |
| <p><b>Narrative:</b><br/>The post holder has stewardship over a medium sized budget.</p>                |  |

| Competency                     | 1 | 2 | 3 |
|--------------------------------|---|---|---|
| Commitment & Drive for Results |   | √ |   |
| Proactivity & Innovation       |   | √ |   |
| Effective Resource Management  | √ |   |   |
| Relationship Building          |   | √ |   |
| Communication & Influencing    |   | √ |   |
| Thinking & Problem Analysis    |   | √ |   |
| Learning & Resourcefulness     | √ |   |   |

## **REQUIREMENTS OF THE ROLE:**

### **Qualifications**

- Qualifications in business administration, business support, events management, or translation are welcome but **not** essential

### **Skills, knowledge & experience**

- At least 5 years' experience in a team administrator or executive assistant role; ideally supporting at the executive level of an international organisation
- Experience of managing relationships at board/steering committee level
- Experience with supporting the logistics of international meetings/events/conferences
- Experience in documentation/ letter writing and records keeping
- High level of attention to detail and ability to think ahead
- Ability to develop and manage budgets
- Bilingual in English and French (essential); other languages are an added advantage
- Highly proficient in Google suite (Google Drive, Google forms, Google lists, Gmail etc) as well as Microsoft Office (Excel, Word, PPT)
- Experience and good working knowledge of Zoom and other online communication platforms
- The ability to work under pressure and to meet deadlines
- Problem-solving and decision-making skills
- High levels of flexibility and adaptability
- Excellent communication and presentation skills, both written and verbal
- The ability to build relationships at all levels across the organisation and wider network

### **Personal style and behaviour**

- Commitment to the vision, mission and values of PWYP
- Actively encourages and feels at home in a diverse and inclusive working environment
- A sense of humour, humility, and collegiality
- Capacity for self-reflection and a commitment to learning and growth
- Comfortable and able to work remotely from home