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| Executive Assistant |
| **Department:**  Directorate: |
| Grade: 4 |

Organisational overview

NEST is a great Government delivery success story. Established in 2010, NEST has been a critical pillar of the Government’s automatic enrolment programme, with a public service obligation (PSO) to accept any employer wishing to use the scheme to discharge their automatic enrolment duties.

From a standing start, we have delivered a high quality, low-cost pension scheme open to all which has not only delivered on its mission, but helped to drive up standards and best practice across the industry. Now with over 10 million members, NEST is playing a critical role in helping people save for their retirement - many of them low to moderate earners who may be saving for the first time and moving jobs frequently.

NEST now occupies a place in the market as a major Master Trust, a sector that has grown following the introduction of Automatic Enrolment - and that we believe has great potential for delivering pensions to mass market consumers for many years to come, leveraging scale to offer low cost, modernised services in the context of strong Trustee governance.

Departmental overview

The Business Support function offers first-class administrative support to NEST’s senior managers and their teams. This role will report to and work closely with senior management. The role has responsibility for providing operational and strategic support across the full range of the senior manager(s) responsibilities.

Scope and deliverables

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| Key areas | Role deliverables |
| Accountability | * Provide operational and strategic support to senior management and the wider team as required * Work independently on own initiative, exploring options for solutions through own research * Deal with all matters in a confidential and timely manner and be trusted implicitly with sensitive information * Liaise with senior internal stakeholders and external suppliers as required in support of various activities * Contribute to the wider business support community by shaping processes and through leveraging best practice * Provide senior cover for Business Support colleagues during periods of absence |
| Deliverables | * Diary management for the senior manager(s), including setting up and prioritising internal and external meetings, managing logistics and assisting with agendas and distribution of papers, supporting in preparation in advance * Ensure the senior manager(s) are fully prepared for all meetings by co-ordinating briefings internally, assisting in the preparation for meetings, keeping records and tracking actions * Systematic approach to inbox management for the senior manager(s) including drafting email responses, taking initiative, and replying to emails where appropriate, filing, follow up and categorising emails, flagging urgent emails and prioritising as appropriate * Commissioning and actioning work across the team on behalf of senior management * Handling internal and external queries in a timely manner and escalating priority items to the senior manager(s) based on an understanding of current issues * Managing IT requests and leading on new starter set-up processes, including co-ordinating induction plans * Managing the planning and delivery of activities arising from handovers or temporary arrangements * Organising travel and advising the wider team on relevant policies * Organising social and team events * Expense management, record keeping and purchasing goods or services in line with internal processes * Create and maintain CPD records for management where applicable * Ensure internal assurance and compliance processes are adhered to and understood within the team * Takes responsibility for discrete pieces of work or projects on behalf of the senior management * May undertake specific team roles such as ‘risk coordinator’ in addition to providing general support |
| Relationships and autonomy | * Build strong relationships with the team and more widely across NEST * Work with limited supervision from senior management on a day-to-day basis and provide timely and concise updates on progress * Work closely with Business Support colleagues within NEST sharing knowledge, covering for each other, and coming together on projects when required |

Role requirements

Experience and technical skills

The successful candidate will be able to demonstrate the following experience and technical skills:

* Strong experience of providing administrative support in a demanding office environment
* Proven ability to organise, prioritise and manage multiple tasks in fast moving environment on own initiative
* Proven ability to support multiple senior managers
* Proficient user of Microsoft Office applications and able to learn new IT systems quickly
* Experience of developing internal networks to achieve results
* Previous experience of managing project plans would be an advantage
* Previous experience of financial services, pensions or insurance would be an advantage

Personal attributes required

The role will require someone with the following personal attributes:

* First class interpersonal and communication skills
* Comfortable liaising with both internal and external senior stakeholders (Board level)
* Strong organisational skills with attention to detail in planning and reporting
* Ability to work independently and make informed decisions / apply judement
* Flexible attitude and enjoys working in a demanding and ever changing environment
* Pragmatic, solution-orientated, and focussed on getting the job done
* Ability to build successful working relationships across a diverse working culture
* Strong work ethic including time management and ability to work to deadlines
* Demonstrates absolute discretion when handling confidential or commercially sensitive information