

Job Purpose

The purpose of the new role is to provide high level business administration and secretarial support in all aspects of the business.

Key Areas of Responsibility and KPI's

Key Areas of Responsibility to include:

- Provision of high quality administration and secretarial support using Microsoft Word (copy and audio typing), Excel, PowerPoint and Access.
- Refine processes within the office to drive constant improvement and efficiency.
- Accurately prepare Report, Budget and Appraisal documentation from a variety of sources, ready for client presentations and meetings.
- Delivery of a consistent 5-star experience for visitors to the Wilson Wraight office.
- Provide project support to the team as required.
- Coordinate event attendance.
- Be the first point of contact for clients, stakeholders and staff for all service issues.
- Manage and direct inbound/ outbound business communications and correspondence.
- Regularly attend client and staff meetings and take accurate concise minutes.
- Develop, implement and manage a central 'on-line' diary for all staff.
- Develop, implement and manage an annual leave and sickness / absence tracker.
- Manage and deliver the provision of all office supplies.

- Maintain the central client database.
- Proactively promote Wilson Wraight via mail outs and social media.
- Undertake general ad hoc duties including hotel bookings, arranging in house catering for meetings, banking, backing up of company data and vital tasks as requested.
- Any other duties requested by the Partners or COO in order to ensure the smooth running of the business.

KPI's to include:

- High quality admin and secretarial support service provided to staff and stakeholders.
- Contribution and proactivity in process and administration improvements.
- Timely response to and resolution of enquiries, requests, correspondence and issues.
- Accuracy of minutes taken and timely circulation thereafter.
- Development of a central 'on-line' diary management system and annual leave/ absence tracker.
- Accuracy and integrity of data in the client database.
- Development of relationships within and outside the team and positive feedback received from clients, stakeholders and staff.

Knowledge / Qualifications / Skills/ Experience required

- Highly motivated and organised.
- A strong educational background.
- Expert working knowledge of Microsoft Outlook, Word, Excel, PowerPoint and Access.
- Comprehensive admin and secretarial experience working in a busy environment.
- Good communication skills and the ability to address and engage with a diverse set of clients, stakeholders and staff.
- Scrupulous attention to detail and accuracy in work produced.
- Proven ability to use own initiative with a proactive attitude and helpful demeanour.
- A proactive approach to improving business processes.
- Ability to work under pressure and to tight deadlines.
- Good time management skills with the ability to organise and prioritise.
- Experience of complex diary management.
- Problem solving attitude and resilience when faced with challenges.
- High level experience of producing minutes and arranging meetings.
- Good team working skills and the ability to work collaboratively.