

## Position: Executive Assistant

Organisation: Marketing Nottingham and Nottinghamshire

<b>Reporting to:</b>	Chief Exec
<b>Salary:</b>	£35,000.00 per annum
<b>Term:</b>	Full time, permanent
<b>Location:</b>	Nottingham City, 'Hybrid' working model with a combination of remote working and flexible working office space
<b>Placed On:</b>	30 <sup>th</sup> August 2024
<b>Closes:</b>	26 <sup>th</sup> September 2024
<b>Job Ref:</b>	MNNExecA24

### Our offer to you

People are at the heart of what we are and do.

Marketing Nottingham and Nottinghamshire (MNN) is proud to have been part of the city and county for 25 years, and we continue to strive for excellence in all we do, leading our region to be recognised as an amazing place to Live, Work and Play.

We want to attract talented people from across the city and beyond, support them to succeed, and celebrate their success. Committed to helping the people who work here to develop through accessing training to elevate current and develop new skills, providing development opportunities and encouragement to reach their full potential.

We believe there is no such thing as a typical member of staff and that diversity is a source of strength that underpins the exchange of ideas, innovation, and debate. We warmly welcome people from all backgrounds and are committed to fostering an inclusive environment where diversity is at the heart of who and what we are, and how we work.

Supporting our people to achieve a healthy work/life balance is important both to our employees and to the success of the organisation and, depending on the role, we offer a variety of flexible working arrangements. We therefore welcome discussions on all forms of flexible working.

In addition, you will receive a generous package of benefits including 30 days paid holiday a year, one paid day a year for volunteering, occupational sick pay, and a pension scheme.

Marketing Nottingham and Nottinghamshire is based in Nottingham City but our team travel and work across the whole region to support our members and deliver our opportunities. We have flexible office space in the city centre with access to the main bus and tram routes and the train station. Nottingham City has many amazing facilities such as art galleries, theatres, museums, gyms and sports centres, shops, places to eat and drink and the Arboretum and gardens for you to explore and enjoy.

### The Organisation

Marketing Nottingham and Nottinghamshire serves as the official place marketing organisation promoting economic growth across the region. Our primary objective is to enhance the area's reputation, attracting

businesses, visitors, and investors, thereby playing a pivotal role in driving the local economy and showcasing the region's diverse offerings.

Operating under the MNN umbrella, our organisation focuses on five key areas:

1. **Partners:** Our Partner members commit to supporting our Inward investment work through a fee-paying membership and by championing our offer.

In turn we work closely with our members across the region, providing valuable insights and data on the prevailing economic landscape. By keeping them updated on local and national agendas that may impact their operations, we contribute to their success.

Moreover, we ensure the dissemination of our region's messaging creating a consistent voice for broader use by all.

2. **Invest:** Supports businesses, both from the UK and internationally, in establishing a presence within our region and working with existing businesses to facilitate their growth and expansion.

3. **Visit:** Plays a pivotal role in promoting the region's attractions and offerings to support our vibrant visitor economy. Through targeted national and international campaigns, we strive to raise awareness of our region and attract more visitors to the area.

4. **Meet:** Collaborating with our partners, we attract and secure national and international conferences and events. Leveraging our extensive network of venue types and locations across the region, we facilitate seamless connections between companies and suitable event venues.

5. **Tourist Information Centre (TIC):** Our TIC serves as a vital resource for the public, offering comprehensive information about the city and county, as well as guidance on available activities.

Additionally, we provide various services, including event bookings, travel support, and a diverse range of souvenirs and corporate gifts.

Despite our diverse focus areas, we foster a culture of collaboration and support within our organisation. We provide a conducive environment for open, critical thinking, facilitating the creation, sharing, and dissemination of knowledge among our team members.

Join us at Marketing Nottingham and Nottinghamshire as we continue our mission to drive growth and showcase the unparalleled opportunities and experiences that Nottingham and Nottinghamshire has to offer.

## The Role

### Job Purpose:

To provide comprehensive executive support to the Chief Executive, ensuring the smooth operation of the office and the efficient execution of tasks. This role involves high-level administration, diary management, correspondence handling, and coordination of projects and various work streams within the organisation.

### Key Accountabilities:

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- Serve as the primary point of contact for the Chief Exec and maintain the effectiveness of the office in their absence.
  - Uphold the highest level of confidentiality and adherence to policies and procedures.
  - Support and in some cases lead on project work with the Chief Exec and Senior Team.
  - Manage diaries, schedule appointments, coordinate travel arrangements, and prepare necessary materials for meetings.
  - Schedule Board Meetings and Sub-Committees. Prepare PowerPoint presentations and documents in preparation, then circulate to Board members, attend meetings and minute, making sure all actions are recorded then monitored and followed up post meeting.
  - Company House Webfiling including the appointment and termination of Directors, filing the annual Confirmation Statement and managing the Members Register.
  - Handle incoming and outgoing correspondence, ensuring timely responses and prioritising tasks accordingly.
  - Establish and maintain efficient systems and procedures for office management.
  - Foster effective communication and relationships with key partners, stakeholders, and the organisation's senior management team.
  - Provide advice and support to stakeholders, conduct research, and undertake additional activities as required.
  - Attend meetings, take notes, draft minutes, and compile action recommendations as needed.
  - Support other members of the organisation as necessary and agreed by the CEO.
  - Support external/internal events as required.
  - Working alongside the Finance Officer, undertaking Level 1 HR to ensure that the organisation operates within compliancy guidelines and that payroll and benefits are correct and on time. Ensure accurate record keeping of staff information and sickness and holiday records on HR Breathe.
  - Ensure the Staff Handbook and other working policies are up to date and relevant e.g., Flexible Working Policy, Hybrid Working Policy.
  - Undertake Level 2 HR, to maintain the daily operations of the organisation. Assisting Senior Managers in the recruitment, induction and retention of staff, from initial drawing up of job description, person spec, to shortlisting, interviews and selection of candidate.
  - Support the on-boarding of staff, requesting references, rights to working in the UK, issuing terms and conditions and full induction of all new staff. Assisting Senior Managers with Probation, Performance Management and Training.
- Corporate Accountabilities:
- Exemplify the values and professional standards of the organisation.
  - Assist the Directorate in achieving business and corporate plan objectives.
  - Contribute to continuous improvement within the Directorate.
  - Support risk management by reporting and escalating identified risks or issues.
  - Ensure compliance with organisational policies and procedures, including equality, sustainability, environment, health and safety, and data protection.

### Additional Responsibilities:

- Perform any other reasonable duties as directed by line management.

## Person Specification

We are seeking a highly motivated individual that is collaborative and able to work in a fast paced, multi-project environment.

You will be self-driven, independent and team able with excellent time management and organisational abilities.

Competency Framework	
1. Communication Skills:	
<b>Description:</b> Ability to effectively convey information, ideas, and messages both verbally and in writing.	<b>Indicators:</b> <ul style="list-style-type: none"> <li>- Clear and concise communication.</li> <li>- Active listening skills.</li> <li>- Ability to tailor communication style to different audiences.</li> <li>- Proficient in written correspondence and documentation.</li> <li>- Strong written and oral communication skills</li> <li>- Excellent interpersonal skills, providing an excellent level of customer care</li> </ul>
2. Organisational Skills:	
<b>Description:</b> Capability to manage multiple tasks, prioritise effectively, and maintain order within the office environment.	<b>Indicators:</b> <ul style="list-style-type: none"> <li>- Experience providing executive-level PA service.</li> <li>- Efficient complex diary and correspondence management at a senior level</li> <li>- Timely handling of correspondence and documentation.</li> <li>- Works to meet tight deadlines</li> <li>- Prioritisation of tasks according to importance and urgency.</li> <li>- Establishment and maintenance of efficient systems and procedures.</li> <li>- Effective allocation of resources.</li> <li>- Numeracy, financial management, and budgetary skills</li> </ul>
3. Relationship Management:	
<b>-Description:</b> Capacity to build and maintain positive working relationships with internal and external stakeholders.	<b>Indicators:</b> <ul style="list-style-type: none"> <li>- Effective communication and collaboration with colleagues, senior management, and external partners.</li> <li>- Diplomacy and tact in handling sensitive issues.</li> <li>- Responsiveness to stakeholder needs and inquiries.</li> <li>- Proactive engagement in fostering positive relationships.</li> <li>- Strong influencing and negotiating skills</li> </ul>

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	- Operating confidently in a highly confidential environment.
4. Problem Solving:	
Description: Ability to identify issues, analyze situations, and develop practical solutions.	Indicators: <ul style="list-style-type: none"> <li>- Proactive identification of potential problems or challenges.</li> <li>- Analytical and practical thinking and problem-solving skills.</li> <li>- Creativity and innovation in finding solutions.</li> <li>- Implementation of effective strategies to address issues as they arise.</li> </ul>
5. Confidentiality and Discretion:	
Description: Commitment to maintaining confidentiality and exercising discretion in handling sensitive information.	Indicators: <ul style="list-style-type: none"> <li>- Adherence to organisational policies and procedures regarding confidentiality.</li> <li>- Protection of sensitive data and information.</li> <li>- Ability to handle confidential matters with discretion and professionalism.</li> <li>- Awareness of the importance of confidentiality in maintaining trust and integrity.</li> </ul>
6. Adaptability:	
Description: Flexibility and ability to adjust to changing circumstances and priorities.	Indicators: <ul style="list-style-type: none"> <li>- Adaptability to shifting schedules and priorities.</li> <li>- Openness to new ideas and ways of working.</li> <li>- Willingness to take on new challenges and responsibilities.</li> <li>- Ability to remain composed and focused in dynamic environments.</li> </ul>
7. Attention to Detail:	
Description: Thoroughness and accuracy in completing tasks and documentation.	Indicators: <ul style="list-style-type: none"> <li>- Attention to detail in managing diaries, correspondence, and documentation.</li> <li>- Accuracy in scheduling appointments and preparing materials for meetings.</li> <li>- Diligence in reviewing and proofreading written communication.</li> <li>- Consistent focus on ensuring quality and precision in work output.</li> </ul>
8. Initiative:	

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<p>Description: Proactive approach to taking action and seeking opportunities for improvement.</p>	<p>Indicators:</p> <ul style="list-style-type: none"> <li>- Willingness to take on additional responsibilities beyond assigned duties.</li> <li>- Initiative in identifying areas for process improvement.</li> <li>- Resourcefulness in finding solutions independently.</li> <li>- Demonstrated self-motivation and drive to contribute to the success of the team and organisation.</li> <li>- Autonomy and excellent team player</li> </ul>
<p>9. Professionalism:</p>	
<p>Description: Demonstration of integrity, ethics, and professionalism in all interactions and activities.</p>	<p>Indicators:</p> <ul style="list-style-type: none"> <li>- Adherence to professional standards and codes of conduct.</li> <li>- Respectful and courteous behaviour towards others.</li> <li>- Accountability for actions and decisions.</li> <li>- Commitment to representing the organisation in a positive and professional manner.</li> </ul>
<p>10. Technology Proficiency:</p>	
<p>Description: Ability to effectively utilize relevant technology and software applications.</p>	<p>Indicators:</p> <ul style="list-style-type: none"> <li>- Proficiency in using office software such as Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).</li> <li>- Familiarity with specialized software or tools relevant to the role.</li> <li>- Willingness to learn and adapt to new technologies as needed.</li> <li>- Ability to leverage technology to streamline processes and improve efficiency.</li> </ul>

## Qualifications and Knowledge

<i>Essential</i>	<i>Desirable</i>
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<ul style="list-style-type: none"> <li>• 2 A' Levels or NVQ Level 3 Business Administration Qualification or above or equivalent proven work experience</li> <li>• Level 1 &amp; 2 Human Resource Management experience</li> <li>• Health &amp; Safety policy experience</li> <li>• Local knowledge of Nottingham &amp; Nottinghamshire</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD Level 1 HR Qualification or equivalent</li> <li>• CIPD Level 2 HR Qualification or equivalent</li> <li>• Health &amp; Safety Qualifications NEBOSH, NVQ, IOSH, IEMAGDPR</li> <li>• HND or Degree in Travel &amp; Tourism, Hospitality, Visitor/Heritage/Cultural Attraction</li> <li>• Understanding of Inward Investment process</li> <li>• Understanding of the Visitor Economy</li> <li>• Knowledge of current Place Marketing political landscape</li> <li>• Governance and Companies House Web-filing</li> </ul>
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\*Note: Applicants are requested to provide evidence of the above essential criteria in their applications and, if successful, during the interview process. Additional assessments may be required, such as online tests, exercises, scenarios, and/or psychometric testing.

For application submission, any questions or would like to arrange a call, please email [recruitment@marketingnottingham.uk](mailto:recruitment@marketingnottingham.uk)