

# VISITOR CENTRES LTD.

## Camera Obscura and World of Illusions PA Job Description

**TITLE:** Personal Assistant (PA)

**RESPONSIBLE TO:** Senior Management Team; Director, Assistant General Manager, Visitor Experience Manager

### **SUMMARY:**

As a PA you will work closely with the senior management team of three, supporting the team to make the best use of their time through scheduling and secretarial tasks. This role is primarily to support the senior management team, and as such will require a high level of discretion, and proactivity.

This is an evolving role, so best suited to someone with previous experience and a willingness to lead on the development of this post. The position is currently part time (approximately 24hrs/wk), with the flexibility to set your own working hours on discussion with management.

### **MAIN DUTIES:**

**First Point of Contact** – You will be the first point of contact for anyone wishing to see the management team. You will have the ability to filter emails/phone calls/mail, greet guests and communicate with heads of departments to arrange management time most appropriately.

**Scheduling** – Manage the electronic diaries of the management team; scheduling regular and project meetings/appointments for both internal and external attendees. Assisting management to keep on top of deadlines through task management software and time management.

**Secretarial** – Typing up notes, keeping management files organised, running professional errands to keep management on task.

**Meeting Preparation** – Prepare paperwork for meetings, including circulating agendas. Take minutes and circulate electronic copies in a timely fashion. Greeting visitors, setting up meeting rooms for internal and external meetings with refreshments. When required, carry out research or investigation in preparation.

**Travel/Meeting Arrangements** – Arrange offsite meetings rooms, or travel arrangements for management, including transport, accommodation, tickets and/or introductions.

**Expenses** – Arrange reimbursement for management expenses, keep accurate records for ongoing expenses or travel expenses.

### **SKILLS**

**Strong IT and Word Processing** - High degree of skill in Microsoft Suite, aptitude for figures, excellent keyboard skills. Attention to detail in all outputs.

**Communication** – exceptional written and oral communication, confidence to work closely with all staff, and integrity to keep information confidential as required.

**Organisation** – exceptional organisation and time management skills, ability to plan own time, and that of others.

**Initiative & Problem Solving** – ability to foresee and avert difficulties and act on one's own initiative on day-to-day responsibilities. Actively seek to improve upon existing protocols and procedures.

**Flexibility** – The role is likely to change daily, depending on the demands of the business and therefore the demands placed upon the management team. The ability to quickly switch between tasks or change plans at the last minute is essential.

**Special demands of the job** – the building is seven floors without a lift, so the ability to move easily throughout the attraction is required.