

# THE ACC LIVERPOOL GROUP

## Job Description & Role Profile



Chief Operating Officer

# Executive Assistant

**REPORTS TO: COO DIRECT REPORTS: NA**

## JOB PURPOSE

To provide administrative support to the COO

## MAIN DUTIES AND RESPONSIBILITIES

- Provide diary management support to the COO coordinating and organising meetings and the other commitments as required to ensure a controlled and manageable programme of activities.
- Field incoming calls, mail and visitors determining their priority, dealing with routine enquiries, and re-directing them when appropriate.
- Establish and maintain paper and electronic filing systems ensuring that all relevant documents are available to the COO on demand.
- Provide a full range of secretarial and support services to the COO; tasks to include producing documents, presentations, preparing agendas, creating and maintaining spreadsheets, managing emails and inboxes, maintaining filing systems, support at meetings, taking meeting minutes and action notes, undertaking research and making travel arrangements.
- Maintain the attendance, holiday, and sickness record of her direct reports to ensure accuracy of information and processes are followed.
- Organise business travel for the Director as and when required and assist with travel expenses.
- Raise requisitions for the COO and in support of other members of team as required from time to time.
- Organise meetings and ensure visitor arrangements are clearly planned and communicated.
- Liaise with colleagues to arrange specific diary appointments and the supporting paperwork including team meetings, KITs, budget meetings and meetings with the Hotel and external stakeholders.
- Provide ad-hoc support to the Directors on meetings and projects, subject to capacity.
- Maintain regular communication with key internal teams including the Pullman Hotel

- Facilitate the COO's office to ensure all systems are fully operational to enable them to always undertake their duties effectively.
- Raise requisitions, book in goods/services on purchase orders and deal promptly and efficiently with queries from customers, suppliers and ACC Liverpool colleagues.
- Support the Director in the collation of event reports and collate information relating to event performance including FOH Reports, budget information and support on the collation of SMT and Board papers.
- Coordinate working groups that the COO chairs e.g., ISO, Customer Service, F&B meetings.
- Provide ad-hoc support to the Directors on meetings and projects, subject to capacity.
- Supporting the team with research, updating documents, policies, and information.
- Deputise for the Executive Assistant to the CEO if required, to provide cover for Board or SMT meetings during periods of holidays.

---

## **GENERAL**

- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
- To adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff and contractors to ACC Liverpool.
- To undertake any other duty commensurate with this post as determined by your manager.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised and updated involving the post holder.

## ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
<b>TRAINING &amp; QUALIFICATIONS</b>			
<b>EXPERIENCE</b>	Demonstrable experience in an administration role	Essential	A and I
<b>SKILLS &amp; KNOWLEDGE</b>	Awareness of sector and events management Developed customer service skills Developed organisational skills and attention to detail Ability to manage under pressure and work to targets and tight deadlines	Desirable Essential Essential Desirable	A and I
<b>KEY ATTRIBUTES</b>	Communicate effectively with colleagues and team members, Have a positive work ethic Willingness to contribute to the team by volunteering to support and help others, Confidence, The ability to write emails, short reports, collate information Be able to work to deadlines, manage their workload and initiate their own tasks to completion Be agile in their working tasks to be able to take on new areas of work within the scope of the role	Essential	A and I

**Key for How Measured:**

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date