



<b>Job Role:</b>	<b>Executive Assistant</b>
<b>Reporting to:</b>	<b>CEO</b>

**ROLE PURPOSE**

The purpose of the roles is to play a professional and high level executive assistant role in support of the optimal functioning of the CEO’s office; to build and maintain professional relationships with Hlanganisa stakeholders and to ensure that executive office administrative systems function effectively

<b>KEY ACCOUNTABILITIES</b>	
Relationship Management	<ul style="list-style-type: none"> <li>• Represent Hlanganisa as first line of contact to the office including responding professionally and building supportive relationships with stakeholders</li> <li>• Maintain accessible efficient and open communication channels with all external stakeholders telephonically, electronically and/or via face to face as required.</li> <li>• Resolving stakeholder queries in a manner that maintains the professional image of the CEO’s office</li> </ul>
Professional support	<ul style="list-style-type: none"> <li>• On request, research background information on key topics in order to draft documents and reports on behalf of the Executive office</li> <li>• Draft professional incoming and outgoing correspondence on behalf of the CEO and respond to requests and queries, where required</li> </ul>
Calendar Management	<ul style="list-style-type: none"> <li>• Plan and schedule the CEO’s annual, quarterly, monthly, weekly and daily plans and tasks as required</li> <li>• Manage the CEO’s activities on a daily basis, co ordinating entries/changes in the diary to ensure a streamlined sequencing of appointments</li> <li>• Schedule in person or online meetings via the electronic diary management system</li> <li>• Invite external attendees to meetings and co-ordinate responses, confirming final numbers and other arrangements close to the meeting</li> <li>• Update, edit and manage the central Hlanganisa organisational calendar detailing Conferences, Stakeholder engagements, Board meetings, Management, staff meetings etc</li> </ul>
Meetings Management	<ul style="list-style-type: none"> <li>• Plan, arrange and convene meetings as follows:               <ul style="list-style-type: none"> <li>○ Strategic Planning</li> <li>○ Board</li> <li>○ Management meetings</li> <li>○ Staff meetings</li> <li>○ Other</li> </ul> </li> <li>• Prepare meeting agendas in conjunction with the CEO or meeting organiser</li> </ul>

<b>KEY ACCOUNTABILITIES</b>	
	<ul style="list-style-type: none"> <li>• Scribe and circulate minutes for internal management and staff meeting, (excluding Board meetings)</li> <li>• Assist the CEO with follow up on action items and resolve outstanding issues from meetings</li> <li>• Ensure the coordination and circulation of all necessary documentation prior to meetings e.g., board packs, minutes etc</li> <li>• Book internal or external venues for meetings, planning and coordinating catering arrangements for meetings</li> <li>• Liaise and follow up with meeting participants to confirm dietary requirements and other logistical arrangements</li> <li>• Coordinate the ordering of electronic equipment for meetings (where required)</li> <li>• Manage the boardroom and other meeting room bookings</li> </ul>
Travel Arrangements	<ul style="list-style-type: none"> <li>• Coordinate travel, accommodation and car hire for CEO and Executive Management as required and as per policy</li> <li>• Confirm bookings and collate itineraries, communicating individual itinerary arrangements to the CEO and other travellers</li> <li>• Reconcile all travel related accounts, booked through the CEO office and submit to finance monthly</li> <li>• Manage travel service providers ensuring SLA's are signed and contractual conditions are met</li> </ul>
Office Admin and filing	<ul style="list-style-type: none"> <li>• Type reports and documents on behalf of the CEO and distribute timeously to recipients</li> <li>• Reply to emails, what's app and other communication channels in a professional and prompt manner</li> <li>• Provide any other administrative support as and when required</li> <li>• Manage that all documentation is electronically filed, with the right naming protocols</li> <li>• Ensure that confidentiality of the CEO's office is maintained at all times</li> </ul>

**Knowledge, Skill and Abilities:**

- Integrity – acts with integrity, represents the organisation in an honest, ethical and professional way (advanced)
- Relationship management– influences others with a fair and considered approach and presents persuasive counter-arguments; works toward mutually beneficial, win-win outcomes; shows sensitivity and understanding in resolving acute and complex issues; pre-empt and minimises conflict
- Works collaboratively - builds a culture of respect and understanding; recognises outcomes which resulted from effective collaboration between teams. Builds cooperation and overcomes barriers to information sharing, communication and



collaboration. Facilitates opportunities to engage and collaborate with external stakeholders to engage joint solutions

- Problem Solving - able to develop new ideas that will enhance partnership results, is future-oriented and assesses what will help/hinder achieving goals; focuses on what is important.
- Earns trust - is exceptional and persuasive using communication skills, oral and written, delivers on commitments.
- Reliability - accountable to self and others; does what it takes to get the job done; actions are consistent with words; follows through on commitments; exhibits exceptional integrity and is capable of self-management.
- Communication – outstanding written and verbal communication skills; shares relevant and appropriate information and provides others with the information required for them to function.
- Accountability – assesses work outcomes and identifies and shares learnings to inform future actions. Ensures that actions of self and others are focused on achieving organisational outcomes.
- Adaptability - manages behaviours and communication style to meet the needs of a wide range of situations; tackles obstacles appropriately; is comfortable with ambiguity.
- Interpersonal skills - deals with others in a considerate, respectful, and unbiased manner. Approaches conflict proactively. Solicits and shares feedback openly. Listens with empathy and maintains composure.
- Attitude - displays commitment to the organization and to personal growth. Is self-motivated and able to motivate and inspire others. Asserts self appropriately to champion ideas. Tells the truth in a direct and constructive manner.
- Initiative - self-directs with a strong tendency for action. Leads the way to improve performance or processes.

#### **Formal Qualifications, Experience and Key Attributes [for recruitment purposes]**

- Related Tertiary Graduate qualification
- 5 – 7 years' working experience, with a minimum of 3 years in a similar position working with an executive leader
- Intermediate/advanced level of computer literacy and proficiency (MS Word; PowerPoint); Intermediate level of Excel
- Very strong time management, planning and organising skills
- Outstanding written and verbal communication skills
- Previous work experience in the NGO sector, working with donors and government and CBOs (preferable)