

## Executive Support Assistant to Global Director of Programmes

London

12month fixed term contract

Salary: £25,000 per annum

Closing date: Midnight 24<sup>th</sup> March 2019



### Executive Support Assistant – About the Role

As Executive Support Assistant, you will support the Global Director of Programmes. This is new and exciting opportunity for a PA or Executive support professional. The role will support a busy Director who is responsible for our campaigns, engagement and operations teams. Join us and help us achieve long-term sustainable solutions for animals worldwide.

This will be a varied and rewarding role, which will involve the taking detailed minutes of meetings, extensive diary and email management, formatting documents and making travel arrangements. Central to the success of this role will be your excellent organisational skills and your ability to work in a global environment, across multiple time zones. An interest or experience in campaigning and programmes would be advantageous.

You will maintain effective systems and procedures as well as identify areas for continuing improvement. Working in across two teams you will need to be an effective communicator able to prioritise and maintain calm under pressure.

Join us and help move the world to protect animals.

### Executive Support Assistant – Requirements

- You must have executive support experience including minute taking (important), electronic diary management and completing general administrative duties to high standards.
- You will be highly organised and have a keen attention to detail. Capable of using your initiative and prioritising your workload.
- Excellent communication, decision making and relationship building skills will be important. Experience in supporting and managing small projects and research.
- Proficient in using MS Office
- You will thrive in a busy environment and are comfortable meeting deadlines.
- An interest in Animal Welfare

### How to Apply

If you want to be part of our dynamic organisation and help us move the world to protect animals then please send us a copy of your CV and cover/motivation letters addressing your skills and experience relative to the role to [recruitment@worldanimalprotection.org](mailto:recruitment@worldanimalprotection.org)

Due to the large volume of applications that we receive, we will not be acknowledging receipt of your application. If you do not hear from us within 3 weeks of the closing date, please consider your application as unsuccessful.

World Animal Protection is an equal opportunity employer and committed to providing equal opportunities for everyone regardless of their background.

The successful candidate must have permission to work in the position location by the start of their employment.

### **Who are we?**

We are World Animal Protection.

For over 50 years we have moved the world to protect animals.

We protect animals because we believe a sustainable future for the planet can only be achieved if both animals and people are part of the solution.

We stop the exploitation of wild animals for entertainment and profit. We protect pets and working animals in communities across the globe. We campaign for better farm animal welfare and fight against factory farming. We also help animals when disaster strikes.

Our vision is a world where animals live free from suffering. We are working to help people to see how important animals are to all of us.

We are determined to influence decision makers to put animals on the global agenda and inspire people to change animals' lives for the better. Today we're working on projects to end animal suffering by helping governments and communities to protect and care for their animals.

### **Why Work for us?**

We move the world to protect animals globally but there are many other reasons to join our organisation. We are a truly global organisation with offices in Australia, Brazil, Canada, China, Costa Rica, Denmark, India, Kenya, the Netherlands, New Zealand, Sweden, Thailand, UK and USA. We employ over 380 people globally covering campaigns, media, fundraising, operations, finance, administration and human resources.

As well as competitive employee benefits we want our employees to grow with us and build their careers within World Animal Protection and therefore encourage internal applications. We have a strong track record of offering existing staff promotions as well as secondments and position changes within the organisation.

## Job Description

### Executive Support Assistant



**We are** World Animal Protection.

**We end** the needless suffering of animals.

**We influence** decision makers to put animals on the global agenda.

**We help** the world see how important animals are to all of us.

**We inspire** people to change animals' lives for the better.

**We move** the world to protect animals.

World Animal Protection is a truly global organisation, working in over 50 countries across the world, with offices in every continent. Our vision is a world where animal welfare matters, and animal cruelty has ended. We protect animals because we believe a sustainable future for the planet can only be achieved if both animals and people are part of the solution.

**Job Title:** Executive Support Assistant

**Location:** London

**Reports to:** Office Manager

**\*Technical/Professional Accountability to:** Global Director of Programmes

**Reportees:** N/A

**\*Technical/Professional Reports:** N/A

**Budget holder:** No

**Global/Local!:** Global

#### Main Purpose of the role

As Executive Support Assistant you will play a key role within the organisation, helping to develop and maintain effective support processes for teams within World Animal Protection.

- Support the Global Director of Programmes (GDP) with day to day tasks, who is based in Australia.
- Develop and maintain effective systems and procedures and identify areas for continuing improvement
- Work with the Office Manager and other ESA's in providing administrative and organisational support to the Global Senior Management Team, other Senior Managers and the Board of Trustees

#### Accountabilities

- Effective support for PSG and programme ops team
- Effective management of cross departmental activities including but not limited to programme staff retreat, departmental meetings
- Work closely with the Office Manager, providing cover when the other ESA's are out of the office

- The role holder will comply with the organisation's policies and procedures.

## **Duties and Responsibilities**

### **Functional**

- Supporting the GDP – extensive diary and email management, coordinating meetings, formatting documents, booking travel/hotels, expense management, minute taking when required
- Assistance with the preparation of materials for all departmental and GDP meetings i.e. presentations, correspondence, action point follow-up etc. including the necessary papers for the World Animal Protection board, agenda preparation for cross-functional groups and taskforces as required.
- Working with Programme Ops Team on appropriate deadlines for submission dates/meetings and working with wider Programmes Team to ensure deadlines are met.
- Support the Programme Operations team as and when needed including preparation of materials and supporting the management of budgets, processes and guidance.
- Providing admin support to the Programmes SMT, including but not limited to logistics for SMT away days, minute taking, speaker arrangements and agenda preparation.
- Maintenance of International Programmes Team site and email distribution list.
- Produce surveys, evaluations including data analysis before and after meetings. Facilitate discussions within the meetings.
- Assisting International Programmes team with travel including visa letters, and booking non-staff travel
- Providing back up support for the ESA team EA to the CEO, and receptionist when they are not in the office
- Have an understanding of existing organisational processes and help to develop clear and simple procedures/methods (e.g. timetables, reports, contracts, filing, guidelines)
- Carry out research for projects, including tracking and compiling information, as and when requested
- Develop and maintain excellent working relations with all global staff including senior leaders such as GLT, Country Directors and ensure effective communication takes place (e.g. follow up/remind SMT of actions)
- Processing invoices and contracts for the International Programmes Team
- Logistical coordination of International/Global meetings including venue hire, travel booking, information packs, identification and liaison with external facilitators etc
- Project Management support as directed by GDP
- Coordinate and manage relationships with key stakeholders including GLT members, country directors, global programmes staff and functional directors/heads of.
- Support GDP by managing key internal stakeholder groups e.g. PSG, ad hoc working groups led by GDP
- Act as a liaison between wider programmes team and GDP as and when required.
- Work unsociable and extended hours as and when needed such as GDP visiting London or late/early calls for different parts of the organisation.

### **Organisational responsibilities**

- Delivery of World Animal Protection's Global Strategy across the core themes of Mission, Movement & Transformation in a global, matrix environment
- Work cooperatively with external organisations, teams within World Animal Protection and in the wider animal welfare movement to pursue project objectives and wider organisational goals, including those relating to brand, communications, fundraising and resource management.
- Actively participate in building our brand and maintain the integrity of our brand to support our profile, lead generation, income and engagement.
- Help secure resources (income) and reach (people and partnerships) by actively contributing to our supporter relationships, fundraising, communications, and donor reporting.
- Actively participate and support the organisation to ensure that we manage our resources (financial, staff and IT) efficiently and effectively by improvement of systems, reporting and compliance.
- Contribute to a learning culture and create a positive working environment for staff.
- The role holder will from time to time be required to undertake any other duties that are within the scope of this role.
- Take responsibility for their own health, safety and welfare, comply with H&S policy and procedures, and not act in any way that compromises the safety of themselves, colleagues or the public.
- The post holder may occasionally be required to travel internationally to provide support or participate in World Animal Protection's activities.
- The post holder will be required to maintain confidentiality of information
- Comply with requirements related to the relevant Privacy and/or Data Protection Acts that apply to the work being conducted by the post holder (For example this may include the General Data Protection Regulation (EU) 2016/679 and any local Privacy and Data laws and Regulations).

## **Skills and Experience**

### **Essential**

- Previous executive support experience, including minute taking, extensive electronic diary management and general administrative tasks
- Proactive with a high level of initiative and ability to work unsupervised
- Excellent written and verbal communication skills
- Strong organisational skills with ability to plan, prioritise and manage workload effectively and support others
- Experience of Project Management support
- Ability to respond calmly and be flexible to changing priorities
- A track record of process development and improvement
- A team player with ability to work well with staff at all levels
- Strong interpersonal skills and ability to engage with diverse personalities
- Proven ability to implement and follow up on action plans
- Maintain a high degree of discretion and confidentiality in work
- Excellent attention to detail
- IT literate with working knowledge of Microsoft Office suite
- Passion and commitment to World Animal Protection's mission

## **Desirable**

- Experience of operating within a charity
  - International experience
  - Understanding of budgets and planning and reporting processes.
- 
- Last reviewed/updated: 5/3/2019
- 

\*World Animal Protection operates in a matrix environment. This means we routinely work with colleagues from different locations, business units and cultures in cross-functional and virtual teams.

1A global role works across geographic boundaries with a remit to enable the delivery of strategic organisational activity across the world, providing direct input and support at a local level as required. A local role is primarily focussed on the delivery of strategic organisational activity within a country or location, providing information and input to global strategy and directions as required.