ROLE PROFILE

Job Title: Operations & Executive Assistant

Reports to: Head of Operations

Overall Aim:

- To provide comprehensive admin support to the CEO, including IT support
- To provide first line IT support to the office, solving problems and identifying fixes
- To provide overall admin support to the SMC team as needed
- To provide administration for SMC activities and events
- To administer the internship programme

Key Responsibilities

1. Comprehensive support for the Chief Executive, to include:
   - diary and calendar management
   - inbox support, e.g. missed emails
   - arranging and providing clear directions to all meetings
   - arranging all UK and overseas travel and accommodation, creating comprehensive travel packs
   - processing Chief Exec’s expenses claims and reimbursements
   - doing basic research and editing for blogs, articles and talks
   - preparing talks for speaking events
   - IT support including computer, phone, laptop and iPad
   - preparing papers and photocopying
   - basic media monitoring on Chief Exec’s chosen subjects (e.g. genome editing)

2. IT problem solving and first line support for the office, to include:
   - providing hands-on support to team with technical issues and escalating to external IT consultant as needed
   - website maintenance, particularly documents about the SMC and publications
   - shared mailboxes and distribution lists
   - tackling issues with Microsoft Exchange, Sharepoint, Access etc
   - unblocking emails
   - fixing random problems with phones and laptops as they arise

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3. Overall admin and organisational responsibility for SMC Away Days, Brainstorms, Introduction to the Media, annual Christmas party and team lunch, and other meetings and events, to include:
   - room bookings, diaries and doodle polls
   - catering, AV, name badges, delegate lists
   - preparing, photocopying and compiling paperwork and delegate packs
   - arranging travel, accommodation, directions and agendas for staff and speakers
   - arranging speaker gifts, where necessary
   - collecting and analysing feedback, where necessary
   - liaising with the Wellcome Trust, Wellcome Collection Conference Centre and external venues
   - office administration, filing and record keeping

4. Administering the SMC’s internship programme. To include all recruitment - advertising, shortlisting, interviewing, providing feedback and communicating decisions. Day-to-day management and support for interns, plus induction.

5. Administration of special projects taken on by the CEO

6. Supporting Head of Operations with governance, including minute taking and logistics at meetings, and record keeping

7. Project work, as and when required

8. Maintaining library of PowerPoint slide sets to showcase the SMC’s work

9. Handling incoming emails, enquiries and providing support to other members of the SMC as necessary (shared with Press Office Assistant)

10. Liaising with Wellcome Trust and Wellcome Collection reception and security about visitors to the SMC (shared with Press Office Assistant)

11. Providing logistical support for other internal and external meetings, as and when required

12. Taking minutes and action points at team meetings and Away Days, as required

13. Overall office upkeep – milk and tea supplies, stationery etc

14. Upkeep of SMC mailing lists and publications

15. Participating in out-of-hours media work as and when required, to support the team

Please also be aware of and follow the Science Media Centre’s policies and procedures, with particular attention to health and safety, equality and diversity and client service excellence.

To further your development and knowledge you will be expected to attend training as necessary.

The Science Media Centre reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job

June 2023
### Role Experience, Knowledge and Skills Profile

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<th><strong>Essential</strong></th>
<th><strong>Desirable</strong></th>
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<tbody>
<tr>
<td><strong>Experience</strong></td>
<td>• Demonstrable IT problem solving experience and confidence, whether at work / university / home</td>
<td>• Experience of working in a busy office or similar environment</td>
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<td><strong>Knowledge &amp; Qualifications</strong></td>
<td>• Degree level</td>
<td>• A science degree or similar background</td>
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<td><strong>Skills</strong></td>
<td>• Excellent organisational and administrative skills</td>
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<td>• Excellent communication skills</td>
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<td>• Excellent IT skills including extensive knowledge of Microsoft Office</td>
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<td>• Ability to work under pressure in an extremely busy environment</td>
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<td>• Ability to multi-task and prioritise</td>
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<td>• Ability to work on own initiative</td>
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<td><strong>Personal style and behaviour</strong></td>
<td>• Personal commitment to the values, vision and objectives of the Science Media Centre</td>
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<td><strong>Other requirements</strong></td>
<td>• Commitment to quality and best practice in all aspects of the Science Media Centre’s operations</td>
<td>• Commitment to equality and diversity</td>
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Issued on behalf of the Science Media Centre

This job description has been read and understood by me

Signed: ___________________________  Signed: ___________________________

Name (Please print): ___________________________  Name (Please print): ___________________________

Date: ___________________________  Date: ___________________________