

ROLE PROFILE

Job Title: Operations & Executive Assistant

Reports to: Head of Operations

Overall Aim:

- To provide comprehensive admin support to the CEO
 - To administer the internship programme, inducting and line-managing monthly interns
 - To provide administration for SMC activities and events
 - 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
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Key Responsibilities

1. Comprehensive support for the Chief Executive, to include:
 - diary and calendar management
 - arranging all UK and overseas travel and accommodation, creating comprehensive travel packs
 - arranging and providing clear directions to all meetings
 - preparing PowerPoint slides for speaking events
 - doing basic research and editing for blogs, articles and talks
 - inbox support, e.g. missed emails
 - IT support including computer, phone, laptop and iPad
 - preparing and formatting papers and photocopying
 - processing Chief Exec's expenses claims and reimbursements
 - administration of other special projects taken on by Chief Exec
2. Administering the SMC's internship programme, to include:
 - recruitment - advertising, shortlisting, interviewing, providing feedback and communicating decisions
 - induction of all new interns, teaching and explaining the meaning behind daily tasks
 - day-to-day line management and support for interns, delegating own tasks as necessary
 - keeping all documents and resources for interns up to date, including intern guide, folders of resources, and spreadsheets

3. 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
 - providing AV support to Press Office Assistant (POA) when running hybrid briefings; setting up tech equipment and running hybrid briefings single-handedly when POA absent
 - website maintenance, updating documents about the SMC, troubleshooting issues, escalating to external website consultant as needed
 - maintenance of shared mailboxes and distribution lists
 - tackling issues with Microsoft Outlook, Sharepoint, Access etc
 - fixing random problems with phones and laptops as they arise
4. Admin and organisational support for SMC events, to include: (Shared with Press Office Assistant)
 - running organisation of and acting as main point of contact for annual Christmas party and team lunch
 - providing first-line support to Press Office Assistant for SMC Away Days, Introduction to the News Media events, and other meetings and events
 - booking venues, arranging diaries and Doodle polls
 - liaising with the Wellcome Trust and external venues
 - monitoring and updating invite lists and RSVPs
 - arranging catering, AV, name badges, delegate lists
 - preparing, photocopying and compiling paperwork and delegate packs
 - arranging travel, accommodation, directions and agendas for staff and speakers, where necessary
 - collecting and analysing feedback, where necessary
5. Supporting Head of Operations (HoO), to include:
 - admin for governance meetings and record keeping
 - keeping track of company cards and keeping record of bank transactions
 - renewing and managing phone plans
 - assisting with research for fundraising and governance, as needed
 - office administration, filing and record keeping
 - other tasks delegated by HoO as needed
6. Taking minutes and action points at team meetings, Away Days, and other external meetings
7. Maintaining library of PowerPoint slide sets to showcase the SMC's work
8. Handling incoming emails, enquiries and providing support to other members of the SMC as necessary (shared with Press Office Assistant)
9. Liaising with Wellcome Trust and Wellcome Collection reception, security and facilities teams about visitors to the SMC, new starters and office issues
10. Providing logistical support for other internal and external meetings, as and when required
11. Overall office upkeep – milk and tea supplies, stationery etc
12. Project work, as and when required
13. 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

Role Experience, Knowledge and Skills Profile¹

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Demonstrable IT problem solving experience and confidence, whether at work / university / home 	<ul style="list-style-type: none"> • Experience of working in a busy office or similar environment
Knowledge & Qualifications	<ul style="list-style-type: none"> • Degree level 	<ul style="list-style-type: none"> • A science degree or similar background
Skills	<ul style="list-style-type: none"> • Excellent organisational and administrative skills • Excellent communication skills • Excellent IT skills including extensive knowledge of Microsoft Office • Ability to work under pressure in an extremely busy environment • Ability to multi-task and prioritise • Ability to work on own initiative 	
Personal style and behaviour	<ul style="list-style-type: none"> • Personal commitment to the values, vision and objectives of the Science Media Centre 	
Other requirements	<ul style="list-style-type: none"> • Commitment to quality and best practice in all aspects of the Science Media Centre's operations • Commitment to equality and diversity 	

Issued on behalf of the Science Media Centre

Signed: _____

Name (Please print): _____

Date: _____

This job description has been read and understood by me

Signed: _____

Name (Please print): _____

Date: _____