



## Role Profile

**Job Title:** Operations & Executive Assistant

**Reports to:** Head of Operations and Governance

### Overall aims

- To provide comprehensive admin support to the CEO
- To provide project support to the CEO, Senior Leadership Team and Head of Operations
- To manage the SMC internship programme, inducting and line-managing monthly interns
- To coordinate SMC events and external speaking engagements for the CEO and wider team
- To maintain the office and undertake general administrative duties

### Key Responsibilities

1. Comprehensive support for the Chief Executive:
  - Diary and calendar management, ensuring the CEO is fully prepared for all meetings
  - Inbox support including flagging important emails for follow up, organising the inbox folders and managing rules and automations to reduce cognitive load for the CEO
  - Research and editing for blogs, articles, government papers, interviews, and any other public-facing materials
  - Designing and creating PowerPoint presentations for high-profile public speaking events
  - Arranging all UK and overseas travel and accommodation, including creating comprehensive travel packs
  - Tech support including setting up tech for virtual and in-person meetings and press briefings, and general phone and laptop troubleshooting
  - Processing expenses claims and reimbursements
  - Administration of other special projects taken on by CEO
2. Managing the SMC's internship programme:
  - Recruitment including advertising, shortlisting, interviewing, providing feedback and communicating decisions to the team
  - Induction of all new interns, including training and creating onboarding materials
  - 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

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*The Science Media Centre holds contact information for the individuals it works with in under the terms of the Centre's [privacy notice](#). This information is only accessible by members of the Science Media Centre staff. It is not used in any automated processes or for profiling and is only ever used in pursuit of the Centre's charitable objectives.*



3. Full office management:
  - Keeping track of office and kitchen supplies, and proactively restocking / updating as needed
  - Ensuring all workstations are functioning and staff have what they need to do their jobs
  - Being the first port of call for tech issues in the office, 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 the POA is absent
  - Managing visitors to the office, ensuring they are registered with security and hosting them whilst on-site
  - Booking collections and couriers and coordinating post for the office
  - Liaising with suppliers for office supplies, furniture etc
  - Liaising with Wellcome Trust and external IT support provider to ensure all aspects of the physical office space are functioning as they should, reporting any damage or faults and following up on tickets to fast-track repairs
  
4. Event coordination:
  - Full planning of the annual Christmas party including sending and tracking invites to over 1000 stakeholders, managing the event budget, and full on-the-day logistics management.
  - Supporting the POA with logistics for SMC Away Days, Introduction to the News Media events, and other meetings and events
  - Liaising with the Wellcome Trust and external venues to arrange catering, AV, name badges, delegate lists and other logistics as required
  - Preparing, photocopying and compiling paperwork and delegate packs
  - Arranging travel, accommodation, directions and agendas for staff and speakers, where necessary
  - Collecting and analysing feedback to improve events for the future
  
5. Wider admin and organisational support:
  - Taking minutes and action points at team meetings, Away Days, and other external meetings
  - Maintaining records and filing across the charity's Shared Drive, including maintaining a library of PowerPoint slide sets to showcase the SMC's work
  - Keeping shared mailboxes and distribution lists up to date
  - Supporting the Head of Operations and Governance with fundraising tasks, such as conducting research on organisations, or supporting with grant applications
  - Supporting on logistics, record keeping and document preparation for SMC Board meetings.



## Role Experience, Knowledge and Skills Criteria

[E] Essential

[D] Desirable

### Skills

- Highly organised and process-driven, with the ability to manage multiple projects and priorities, and adapt quickly when they change [E]
- Strong written and verbal communication skills, with the confidence to correspond professionally with senior figures from government, business, and the media [E]
- Emotionally intelligent, with the interpersonal skills required to support a busy senior leader and build effective relationships across a wide range of people and stakeholders [E]
- Collaborative team player who is equally comfortable working independently and using their own initiative [E]
- Excellent IT skills including strong working knowledge of Microsoft Office [E]

### Knowledge & Qualifications

- A degree or similar qualification, or other relevant work experience [E]

### Working style and behaviours

- Personal commitment to and interest in the values, vision and objectives of the Science Media Centre [E]
- Commitment to quality and best practice in all aspects of the Science Media Centre's operations [E]

### Experience

*No specific experience is strictly necessary for this job, but it's desirable if you can demonstrate some from the following:*

- Experience supporting project work in a busy office or similar environment [D]
- Experience supporting a CEO or other senior leader in an EA, PA, or similar role [D]
- Experience writing, editing, or proofreading long-form content such as blog posts, speeches, briefing papers, reports or presentations [D]
- Background or demonstrable interest in science communication, journalism, or a related scientific or media field [D]