Your role is to provide comprehensive and proactive administrative support to the Strategy & Transformation Directorate providing specific assistance to the Director of Strategy and Transformation. This is a six-month fixed term full-time contract.

**What are my key responsibilities?**

* General admin tasks including responding to queries from colleagues and stakeholders in a timely and professional manner, including monitoring inboxes and tasks and supporting with diary management.
* Assist with arranging meetings, training and other events. This will involve arranging suitable dates, booking meetings, setting out agendas and packs, reviewing paperwork, arranging venues and facilitating the meeting.
* Taking notes at meetings where required and producing accurate minutes.
* Ensure appropriate arrangements are made for attendance at external events and meetings including booking travel and hotel accommodation.
* Ensure relevant reports are prepared in a timely manner and are circulated and distributed as necessary.
* Assist with administrative tasks in support of the Directorate leads including liaising with colleagues and external parties.
* Provide administrative support on projects as required.
* Carry out general office and clerical duties, such as raising and tracking orders, maintaining records, electronic filing and post.
* Work in accordance with whg policies and procedures, always acting in the interests of whg and its customers, and deliver against performance indicators and individual targets.
* Actively promote and demonstrate whg’s values.

**Relationships**

The post holder will report directly to the Director of Strategy & Transformation and will be expected to support Directorate leads across the Strategy and Transformation directorate as required. There will also be opportunity to engage with different parts of the organisation, working across teams and at various levels.

**Role Requirements:**

There are certain qualifications and experience that we are looking for:

* Good standard of education; with GCSE English at minimum of Grade 4 (C) or equivalent
* Excellent written and verbal communication skills including a professional and polite approach to dealing with people
* Attention to detail
* Exceptional organisational and prioritisation skills
* Excellent IT skills which include the ability to confidently use all Microsoft Office applications
* Experience of taking accurate notes of meetings and production of minutes/actions

You will have a confident and positive approach with the ability to remain calm under pressure and deal with difficult situations in an effective, professional and respectful manner. You will also be self-motivated and accountable with the ability to work across teams.

**whg’s values**

**whg’s values and behaviours**

Our culture is underpinned by our values and behaviours that we expect all colleagues to display.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |