Your role is to provide comprehensive and proactive administrative support to teams within the Governance, Compliance and Communications directorate in whg. This is a 12-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.
* 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 produce accurate minutes
* Assist with administrative tasks in support of data privacy work including liaising with colleagues and external parties, maintaining accurate records of data subject access and disclosure requests and data breaches details, assisting with preparation of documents for redaction.
* 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, acting always 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 Governance and Policy Officer with ‘dotted line’ responsibility to the Acting Data Protection Officer for work relating to data privacy, and will also support colleagues across the directorate. 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 working within a governance environment would be advantageous but is not essential.
* 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.

This role is based at 100 Hatherton Street with an expectation of the majority of time spent in the office with some homeworking available. Working hours are usually 9am-5pm, however on some occasions the post holder may be required to work evenings or early mornings to assist with facilitating meetings.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the Corporate Plan identify the behaviours that we expect all colleagues to display at whg.

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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. |