

Job description and person specification

Job title	Executive Assistant
Contract:	Permanent
Hours:	Full-time (35 hours per week)
Location:	Working from home, with potential move to an office in London in late 2022
Salary:	£35,000 - £40,000 per annum based on experience
Department:	CEO/Finance
Reports to:	CEO

About the Sustainable Hospitality Alliance

The Sustainable Hospitality Alliance brings together engaged hospitality companies and uses the collective power of the industry to deliver lasting positive impact locally and on a global scale. Our vision is responsible hospitality for a better world.

We work with leading hospitality companies and strategic partners to address key challenges affecting our planet and its people and develop practical resources and programmes to enable the wider industry to operate responsibly and grow sustainably.

Aligned with the United Nations Sustainable Development Goals (SDGs), we commit to drive continued action on human rights, youth employment, climate action and water stewardship.

Our members make up 25% of the global hotel industry by rooms and include 14 leading hotel companies with a combined portfolio of over 30,000 properties and 4.5 million rooms.

Purpose of the job

The post-holder will manage much of the day-to-day co-ordination of the team, CEO and Board of Trustees. The post-holder will have a meticulous eye for detail, experience of working with Boards in either a corporate or NGO environment, an aptitude for high level administration and ability to manage multiple requests from different stakeholders.

The post-holder will be a point of co-ordination for our Board of Trustees, Finance Risk and Audit Committee, Senior Advisory Committee and People and Planet committees, preparing board papers, minuting meetings and assisting in any travel and logistical requirements.

The post holder will provide general Operations & Resources support to the organisation, maintaining records and generally liaising as necessary with the HR and IT support companies to ensure systems are functioning. Maintaining volunteer and secondee contracts and records, monitoring the probationary and annual review register, administering the recruitment process and establishing and monitoring the training register.

The post holder will provide Executive support to the CEO including Governance meetings, CEO Diary support, maintaining Salesforce contacts information and preparing briefing notes.

Main responsibilities / accountabilities

Executive support to the CEO

Administer Governance meetings (Board, Finance Risk and Audit Committee (FRAC), Senior Advisory Council and Executive Committee) including:

- liaising with participants to set up meetings, attending meetings and making draft minutes as requested, managing task lists, filing key documents and ensuring meetings are diarised properly for SMT.
- assisting in travel booking and logistics for in person meetings (typically involving international travel) of the senior Advisory council
- collation and circulation of documents.
- SMT and Staff meetings – maintaining meeting schedules.
- Other CEO meetings - liaising with participants to set up meetings and provide other support as required, including updating Salesforce with relevant contacts for all advisory boards.
- Support with travel planning and logistics for the CEO including preparing risk assessments and travel briefings
- Coordinate the preparation of briefing packs for the CEO's meetings and speaking assignments, researching new contacts where required.
- Providing other support as required to the CEO and senior staff.
- Support the Board in the development of its governance, inducting and onboard new Trustees on their compliance and regulatory responsibilities as needed

Travel Coordinator

- Ensuring risk assessments, insurance and other travel policy requirements are followed for all staff trips
- Being a point of contact for all travel booking requests and managing relationship with travel provider
- Providing coordination of all SHA conferences and meetings, both internal and external. Arranging all the meeting logistics in terms of venue, technical requirements, catering, liaising with EAs for dietary requirements etc.
- Renewing the Alliances goal to offset carbon generated by all staff flights

General

- Being the first point of call for general enquiries to the organisation, managing the info@ mailbox and forwarding queries to the correct department
- Contribute to the development of a professional working and learning environment within the organisation
- Ensure adherence to the organisation's policies and procedures with particular reference to Equal Opportunities, Safeguarding, Data protection and Health and Safety
- Work in a flexible manner in line with the organisation's objectives and role and to be willing to undertake other duties as reasonably requested
- Provide excellent customer care in dealings with the public.

Other

- The post holder may be required to carry out other duties that are reasonably to be considered as within the scope and purpose of the job and the aptitudes of the job holder.
- This job description is a working document and may be amended from time to time by mutual agreement.

Person specification

You will thrive in a rapidly evolving, fast-paced environment, be willing to roll up your sleeves and contribute to a small, entrepreneurial organisation. You will have demonstrable experience in managing relationships at board level and dealing with multiple administrative demands at once. You will have the ability to work effectively with senior level stakeholders, including CEO and c-suite roles, member and other organisations. You will be able to work both pro-actively and reactively, and be flexible in your approach while also managing competing priorities.

You will have an interest in driving social impacts through sustainable business practices and have the ability to build relationships with a diverse range of stakeholders.

Knowledge

- Excellent standard of education with good level of literacy and numeracy
 - Strong interest in corporate responsibility and sustainability.
 - Knowledge of the hospitality industry (desirable).
- Knowledge of the statutory, regulatory, and ethical environment within which charities operate.

Experience

- Demonstrable experience working effectively with executive boards and senior management teams
- Experience in a fast-paced, high-performing environment
- Experience in international development or hospitality (desirable).
- Experience working within an international organisation (desirable)
- Experience working with the hospitality industry or corporate boards (desirable)

Skills

- Experience of MS Office with expert skills in diary management and experience using all applications
- Ability to manage a busy and diverse workload and adapt to changing priorities.
- Strong verbal and written communication skills, with ability to present complex messages clearly and with impact.

Attributes and behaviours

- A hands-on, can-do attitude with excellent problem-solving skills combined with an ability to work strategically and seize opportunities.
- A desire to work in an agile environment and adapt positively to changing business demands of a small entrepreneurial charity.
- Demonstrate flexibility and open mindedness.
- Great attention to detail as befitting a communications professional, with a strong desire to exceed expectations both internally and externally.
- Ability to work independently at a day-to-day level, while also contributing towards meeting the strategic objectives of the team and the organisation.
- Ability to give actionable feedback and support to other team members.
- Ability to travel (on occasion when appropriate).

Special circumstances

- Some out of hours work-related commitments will be required on occasion.
- This job description reflects the current requirements of the post. As duties and responsibilities change and develop due to changes in organisational and other circumstances, so the actual duties and responsibilities will vary from the particulars of this job description.

Employee benefits

- Pension contribution to personal private pension scheme Employer contribution: 6%, Employee contribution: Minimum 2.5%
- Life Insurance 4 times Annual salary
- Annual Eye Test and £50 contribution to glassware lenses for VDU use
- Employee Assistance Programme: counselling and support service
- 25 days leave per year pro rata plus Bank Holidays.

How to apply

Application closing date: 23rd January **Note – Applications will be assessed on an ongoing basis, so please note the deadline may close if a suitable candidate is selected.**

Interview date: Week commencing 31st January.

To apply for this position, email your CV and cover letter to info@sustainablehospitalityalliance.org. Please note: This job is based in the United Kingdom. Applicants must have the right to work in the United Kingdom at the time of application. Please do not apply if this is not the case.