

MINISTRY OF EDUCATION
NATIONAL PARENTING COMMISSION
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Executive Assistant
JOB GRADE:	(to be determined)
POST NUMBER:	
DIVISION:	Office of the Chief Executive Officer
SECTION:	-----
REPORTS TO:	Chief Executive Officer
MANAGES:	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date



Head of Department/Division

September 24, 2014
Date

Date received in Human Resource Division

Date Created/revised

Job Purpose

Under the direction of the Chief Executive Officer (CEO), the Executive Assistant is responsible for providing a range of executive and administrative support services to the CEO and the Chairman of the Board of Directors, while ensuring sound judgement, tact, diplomacy, professionalism and timeliness in the performance of responsibilities.

Key Outputs:

- Communication with internal/external constituents facilitated
- Calendar/schedules created/maintained
- Travel plans/itineraries/meetings coordinated/arranged
- Correspondence/memoranda/agenda/documents composed/processed
- Dictation taken/transcribed/reproduced
- Visitors/phone calls received/screened/routed/responded to
- Incoming issues researched/prioritized/processed/referred/followed-up
- CEO briefed/updated on issues/concerns/appointments/commitments
- Special projects undertaken/overseen
- Requests for information researched/provided
- CEO's outreach activities coordinated
- Record-keeping and administrative systems established/maintained

Key Responsibility Areas:**Technical / Professional Responsibilities**

1. Serves as the primary point of contact for internal and external constituents on all matters pertaining to the Office of the Chief Executive Officer and as liaison with the Board of Directors and Senior Management
2. Undertakes a broad variety of administrative tasks for the CEO including:
 - managing calendar of appointments
 - reviewing, collating and editing reports to the Board
 - coordinating conferences calls, Board and Executive Team meetings
 - arranging travel plans and itineraries and compiling documents for travel-related meetings
 - completing expense reports and preparing presentations

3. Provides secretarial support to the CEO and Board of Directors, including:
 - taking and transcribing dictation and taking and reproducing minutes of Board meetings
 - processing confidential incoming and outgoing correspondence
 - composing and preparing correspondence, memoranda, agenda and other documents that is oftentimes confidential
4. Communicates directly on behalf of the CEO with Board members, Commission's staff, external stakeholders and others, on matters related to the CEO's programmatic initiatives
5. Functions as a liaison for smooth communication between the CEO's office and internal departments in a manner that serves to maintain credibility, trust and support with senior management and staff
6. Receives and screens visitors and incoming calls to the CEO's Office, provides information or access, refer to appropriate staff and/or take other action as deemed appropriate.
7. Researches, prioritizes, and follows up on incoming issues and concerns addressed to the CEO, including those of a sensitive or confidential nature and refer or respond as appropriate
8. Maintains awareness of the Commission's operating environment, including issues and concerns and briefs and updates the CEO accordingly
9. Works closely with the CEO to keep him/her well informed of upcoming commitments and responsibilities and follow-up as appropriate
10. Conducts extensive on-line and off-line research at the request of the CEO
11. Oversees and/or acts as project manager for special projects at the request of the CEO
12. Ensures the CEO's bio data is kept current so as to allow for timely responses to requests for information on the CEO and the organization in general
13. Works collaboratively with the Communications Specialist in cross-division coordination of the CEO's outreach activities.
14. Ensures security guidelines are strictly observed so as to safeguard the confidentiality of documents in the CEO's office
15. Establishes and maintains confidential files and records management systems, electronic and hard copy, in accordance with established policies and generally accepted professional standards
16. Establishes, maintains and updates a library of journals, magazines and other relevant material
17. Demonstrates professionalism, credibility and integrity in the performance of functions so as to enhance and maintain a positive and credible image of the Chief Executive Office

18. Maintains knowledge of the Commission's programmes, policies, procedures and practices so as to be able to respond appropriately to enquiries, complaints or issues

Other

- Required to perform other related responsibilities that may be assigned from time to time

Performance Standards:

- Calendars, schedules, itineraries are efficiently coordinated and maintained and the CEO updated and briefed in a timely manner
- Reports, correspondence, agendas, and other documents are prepared in an efficient and timely manner.
- Meetings and events are efficiently and effectively coordinated and managed so as to ensure the achievement of meeting/events objectives
- Communication between the CEO's office and internal departments is conducted in a manner that serves to maintain the credibility, trust and support of senior management and staff
- Tact, sensitivity, diplomacy, discretion, professionalism and good judgment is exercised in the screening of calls and visitors and giving out of information
- A positive and credible image of the Chief Executive Office is created and maintained
- CEO is updated in a timely manner on the status of issues, assignments and matters requiring attention
- Research conducted is thorough; reports are thorough and accurate, conclusions sound and are prepared and submitted in a timely manner
- Confidentiality of information and communication, oral and written, is maintained at all times
- Priorities are determined and tasks scheduled to meet deadlines
- Record-keeping and administrative systems are established and maintained that ensures the efficient and effective delivery of services, confidentiality, easy retrieval, safe custody and an audit trail

Internal and External Contacts (specify purpose of significant contacts:**Contacts Internal to the organisation:**

Contact (Title)	Purpose of Communication
• NPSC Staff (HO, Regional)	• Re provision of information
• Executive/Senior Management	• Re request/provision for/of information and arrangements for meetings, conferences, etc.
• NPSC Board Members	• Re provision of information and arrangements for meetings, events, etc.
• Communications Specialist	• Re CEO's outreach plans and programmes

Contacts external to the organisation required for the achievement of the position objectives:

Contact (Title)	Purpose of Communication
• Ministry of Education	• Re provision information and for consultation
• Donor Agencies; Stakeholders; Public	• Re collaboration and provision of information
• PIOJ	• Re research/request for information
• STATIN	• Re research/request for information

Required Competencies:**Core**

- Ability to communicate clearly, articulately and concisely (verbal and written)
- Excellent planning, organizing, and time management skills
- Well-developed interpersonal skills with the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Ability to maintain confidentiality and integrity in matters of a sensitive nature
- Ability to exercise good judgment, professionalism, tact, sensitivity and discretion in dealing with people in a variety of situations
- Ability to determine between competing priorities and schedule and structure tasks in order to meet deadlines
- Ability to work collaboratively and independently without close supervision
- Ability to think strategically and see the "big picture"
- High level of stress tolerance
- Attention to detail

Technical

- In-depth knowledge of the National Parenting Support Commission Act, 2012; National Parenting Policy; Jamaica Child Care and Protection Act, 2004
- Knowledge of the Access to Information Act
- Knowledge of office management and administrative procedures and practices
- Knowledge of the organization and maintenance of filing systems
- Ability to review several diverse reference sources and select and synthesize data for reports and other forms of documentation
- Ability to compose correspondence and reports
- Proficiency in MS Office software applications including Outlook, Word, Excel, PowerPoint and database management

Minimum Required Education and Experience

- Bachelor's Degree in Business or Public Administration or related discipline
- Five (5) years' of proven experience in an administrative or senior secretarial role supporting an Executive

Authority to:

- Access confidential information
- Accord priority status to incoming correspondence which require urgent action
- Exercise discretion in the screening of calls and visitors
- Respond to queries and offer advice in the absence of the Director

Specific Conditions associated with the job:

- May be required to work beyond and outside normal working hours in meeting deadlines or in providing support services at meetings and events.