

## PERSONAL ASSISTANT

<b>Position Title:</b>	Personal Assistant
<b>Reports To:</b>	Head of Customer Insights and Head of Online Trading

### Position Purpose

The jobholder will need to manage both the workload and expectations of Heads of department – Head of Online Trading and Head of Insight. This will require the ability to multi-task and prioritise on a daily basis. Due to the different natures of the Heads of role, the work involved will be both day to day PA duties and some project work. The ability to effectively communicate and use initiative is essential

### Principal Accountabilities

#### Diary management and administration

- Effective diary management; understand the importance of key meetings, builds flexibility into the diary and anticipates needs
- Screen incoming telephone calls and directs them appropriately
- Review incoming correspondence, distribute and respond accordingly ensuring necessary follow up
- Manage and organise administration
- Prepare documentation such as agendas and figures for meetings/ presentations
- Manage and own customer service project initiatives
- Note takes in meetings as and when required
- Attentive to detail, quality of work is of a high standard
- Create and maintain filing systems
- Make travel arrangements as required; in line with Company policy
- Ensure stationery etc. supplies are maintained
- Support with all other administrative tasks as directed
- Has a proactive approach to getting things done
- Manage the processing of payroll and holiday requests relating to direct reports of line manager
- Maintain the organisational charts for areas of responsibility
- Ensure expenses are processed within Company guidelines / timeframes
- Is mindful of deadlines and prompts where necessary

#### Communication

- Ensure their line manager knows where they need to be throughout the day and prompts them where necessary
- Communicates clearly, confidently and in a professional manner at all levels both internally and externally
- Deal with all enquiries and requests promptly only escalating when necessary
- Uses initiative to solve problems without the need to escalate

# JOB DESCRIPTION

- Builds and maintains strong working relationships with key contacts within Harrods to 'make things happen'
- Work in partnership with other Personal Assistants
- Convey a professional image for Harrods at all times, exercising tact and diplomacy in handling a range of situations of differing content and complexity
- Handles sensitive information with the highest level of discretion and confidentiality

## Computer Literacy

- Excellent working knowledge of and proficiency with Microsoft Outlook, Word, Excel, PowerPoint, Project and Visio

## Competencies

- Integrity & Trust
- Planning & Organising
- Resilience & Composure
- Working with Others
- Communication
- Applying Job Knowledge

## Key Performance Indicators (KPI's)

- Seamless support
- Schedules managed effectively
- Their office delivers to deadlines
- Work is accurate
- Used as a mentor to new PA's and is sought after for support by others