



The professional association for
social work and social workers

BRITISH ASSOCIATION OF SOCIAL WORKERS

Executive Assistant

Accountable to: CEO

Responsible for: Temporary administrative and events staff from time to time

Overall Objectives: To provide administrative support to the CEO. To work with the CEO and Head of Professional Development (Head of ProfDE) to coordinate professional learning events and other activities across the UK. To manage the small London office and its training/meeting rooms. To contribute to BASW's overall strategic goals.

Grade: C range £25,018 - £34,115

Location: London

Hours: 35 hrs

Tenure: One-year fixed term contract

Primary Tasks:

1. To provide a range of general administrative, PA and events coordination support to the CEO including note/minute taking, meeting coordination, confident external liaison with diverse contacts and stakeholders, accompaniment to meetings on occasions, proactive diary management, email monitoring and drafting of email and postal correspondence etc.
2. To provide administrative and secretarial duties for others by agreement and to work in cooperation with colleagues on shared projects, from time to time
3. To use a range of word processing, IT and software applications to a professional standard including MS Word, Excel, Skype, Outlook and BASW's website and customer relations management system, with ability to learn additional office IT systems/functions quickly, if required
4. With the CEO and Head of ProfDE, coordinate and provide secretariat support to the ProfDE Committee, contributing written and verbal information and contributions as appropriate.
5. To manage the practicalities of the small London office and the use of its meeting/training rooms, office equipment, stationery, ordering supplies etc. To process all incoming and outgoing correspondence. To liaise effectively with the

BASW Policy and Research team members who also regularly uses the London office.

6. Under the guidance of the CEO and Head of ProfDE, to coordinate events and learning activities for Professional Development and Education (ProfDE). Coordination duties will include responsibility for administration and electronic records, liaison with stakeholders and suppliers, co-ordinating resources, liaising with courier services, briefing of staff, uploading information from and to the website, attendance at such events from time to time and other associated duties as required.
7. Establish and operate effective liaison, engagement and feedback systems with event/course participants (e.g. distribution and collation of feedback; ensuring joining instructions are sent out; establishing systems to respond to queries; ensure CPD certificates are provided etc.)
8. Support the implementation of BASW commissioning protocols with external event and course providers including the processing of invoices.
9. Implement systems for evaluating the quality, impact and commercial performance (e.g. income generated, participant satisfaction) of events and courses.
10. To be responsible for implementing standard Risk Assessments and Health & Safety checks for ProfDE and other BASW events as needed.
11. To participate in the implementation and management of new operational systems to improve efficiency and impact of events and their benefit to delegates and participants.
12. To support a variety of marketing activities for ProfDE such as updating BASW and events website page, advertising in the BASW magazine PSW, newsletters, e-bulletins, policy documents, surveys, questionnaires, publications and promotional materials. This will require working closely in conjunction with the website administrator, PR Manager, Marketing personnel, Publishing Manager, Administration Manager and others from time to time.

Other Duties:

13. To act at all times as the public face of BASW during frontline duties such as telephone contacts, written correspondence, meetings, events, email and any other opportunities to promote BASW. To be able to build positive contacts, relationships and networks with a wide range of organisations and individuals.
14. To maintain an awareness of the Association's overall activities to signpost members and non-members efficiently to the services and departments they require.
15. To work co-operatively and effectively with all BASW staff and services across the UK to meet the organisation's strategic objectives, being part of the organisation's 'One BASW' ethos.
16. To undertake additional duties commensurate with grade, as required by the Chief Executive.

October 2018.