

Quadriga Health & Safety Ltd

Job Specification

Job Title:	PA
Reports To:	Business and Operational Support Manager
Job Location:	318 Kings Road, Reading, Berkshire, RG1 4JG
Overall Role:	This role provides high level PA support to a team of health and safety consultants with additional responsibilities for managing workflow within defined business areas. The role also requires providing support and mentoring to other members of the Business Support Team.

Key Responsibilities and Accountabilities

- PA support to up to 3 Health and Safety Consultants
- Diary management booking appointments, meetings and planning client visits.
- Proof reading and formatting of documents, including letters, proposals, agreements, risk assessments, audits, policies and procedures, health and safety manuals, manual documentation and reports
- Answering the telephone and ensuring that all telephones are answered promptly and efficiently, within three rings, and messages are delivered to the appropriate person within 15 minutes, where possible.
- Collating and input of Expenses.
- Booking of overnight accommodation, UK and occasional overseas travel
- Creating and formatting PowerPoint presentations.
- Maintaining and developing databases and spreadsheets
- Raising client invoices
- Taking and writing up of minutes occasionally at internal meetings
- Ordering lunches and refreshments for meetings and internal training sessions
- Establishing and maintaining good client relationships as a primary point of contact
- Responsibility for managing work flow within a defined business work area, keeping client records up to date and communicating progress at internal team meetings and 121's
- Involvement in ad hoc Company projects and initiatives
- Escalating any issues to the BOSM in order that these can be resolved in a positive and prompt manner
- Suggest ideas for improvement to process and assist with implementing any change in process within the team
- Ad hoc support to Training Coordinator or other PA's to cover for absence/holidays
- Maintain day to day office housekeeping duties necessary to maintain a safe and tidy environment, reporting any concerns to the BOSM.

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Person Profile

- Professional corporate image
- Excellent interpersonal skills and the ability to communicate and relate well with clients
- Be a team player
- Excellent telephone manner
- Good working knowledge of Word, Excel, PowerPoint and Access (Microsoft Advanced level preferred)
- Accuracy and attention to detail
- Ability to multi-task and prioritise workloads
- Excellent administrative, organisational and time management skills
- Able to work on own initiative
- Have a positive and pro-active approach to work
- Work well under pressure
- Meet targets and deadlines
- Communicate well at all levels
- Always exhibit professional behaviour in dealings with clients
- Strive to increase skills levels
- High levels of creativity, energy and resolve
- Encourage positivity and engagement within the organisation through own behaviours
- Driven attitude to self-development and learning

Person Knowledge/Qualifications

Skills/Qualifications	GCSE English Language or higher
	Excellent Grammar and Reading Comprehension
	Microsoft Office (Advanced level preferred)
	(Word, Excel, PowerPoint, Access, Visio)