

Executive Assistant to the Director of Public Engagement
Public Engagement
Up to £28,000 plus attractive benefits

About the Royal Academy of Arts

The Royal Academy of Arts is one of the UK's foremost arts institutions, famous for our world-class exhibitions including *The Real Van Gogh*, *David Hockney: A Bigger Picture* and *Sensing Spaces: Architecture Reimagined*.

It is a particularly exciting time in our history. As we approach our 250th anniversary in 2018, we have embarked on a series of major investments that will transform our physical and digital infrastructure and our public offer. An ambitious 'Masterplan' by David Chipperfield RA will redevelop our 2.5 acre campus in Mayfair, uniting our two buildings and providing refurbished galleries, a state-of-the-art lecture theatre, a new learning centre and a dedicated Collections gallery in Burlington Gardens, and enabling greater public visibility of the art school at the heart of the Academy.

About this role

Public Engagement is one of five key pillars of the organisation, and consists of the Audience Insight, Marketing, Communications, Digital, and Visitor & Friends Experience teams. The department is responsible for engaging a wide range of audiences in the activities of the RA, driving attendance and reaching revenue goals, as well as building the RA brand and working with our colleagues to support the wider business goals of the RA.

An exciting opportunity has arisen for an exceptional individual to act as a trusted aide to the Director of Public Engagement and provide full administrative support to ensure the smooth running of his office.

About you

You will have relevant experience from a previous Personal Assistant or Senior Administrative role, ideally within a creative, marketing or media environment. Polished and professional, with excellent communication skills, you will act as the friendly and welcoming first point of contact for the Director's broad network of individuals and organisations.

Supremely well organised, you will be adept at multi-tasking, working without supervision and using your initiative. The role will include management of the Director's diary, logistics for meetings, preparing agendas and PowerPoint presentations, drafting correspondence, dealing with travel arrangements and expenses, routine filing and record-keeping and assisting with key Public Engagement projects. You must therefore be highly IT literate, with first class drafting skills and impeccable attention to detail.

Discreet, diplomatic, flexible and approachable, this position requires someone with excellent interpersonal skills to build and sustain strong working relationships with colleagues and Royal Academy stakeholders.

How to apply

Candidates must complete an application form to be considered for this position. You will find our application form and further details about this position in the **How to Apply** section of the Careers page on our website: <https://www.royalacademy.org.uk/careers-at-the-ra>

Closing date for applications: 3 July 2015, midnight
Interviews to be held: 14 and 15 July 2015

JOB DESCRIPTION

Job: Executive Assistant to the Director of Public Engagement
Department: Public Engagement
Reports to: Director of Public Engagement

MAIN OBJECTIVE

To provide high level comprehensive support to the Director of Public Engagement

MAIN DUTIES

1. Act as a trusted aide to the Director of Public Engagement and provide an effective EA service, including office logistics, correspondence and regular briefings on commitments.
2. Act as first point of contact for all enquiries to the Director's office. Proactively manage communications in and out of the office including, post, email and telephone calls. Answer enquires; escalate to relevant colleagues as required.
3. Draft, prepare and answer correspondence on behalf of the Director. Maintain relationships and communications with the Director's key contacts.
4. Organise the Director's diary: schedule meetings and make all associated arrangements; ensure the Director is fully briefed and has all necessary papers for meetings; provide daily diary / commitment sheets and all associated paperwork.
5. Responsible for the preparation and organisation of quarterly Public Engagement team meetings: plan annual meeting cycle, book meeting rooms, provide associated documentation, draft agendas, take notes and record actions for agreement, circulate and monitor follow-up action.
6. Make necessary preparations for additional informal meetings as required: book meeting rooms, provide associated documentation, research and prepare background material, take notes as necessary.
7. Under the Director's guidance, lead on initiatives to improve cohesiveness and efficiency of the Public Engagement pillar's work – for example promoting coordinated planning, greater intelligence-sharing and efforts to optimise 'customer journey' outcomes across all five teams.
8. Greet the Director's visitors and make them welcome. Organise visits / events as required.
9. Assist with coordination of annual budget planning and submission process. Process Director's expenses and invoices accurately and on a regular basis, in accordance with Finance Department's procedures and deadlines.
10. Establish and maintain appropriate office systems: paper and IT files, archiving, message books, bring-forward systems, diaries, office records, financial records, stationery supplies etc.
11. Co-ordinate and organise travel arrangements for the Director and accompanying members of the department: to include hotel reservations, tickets, visas, itineraries, appointments and directions.

12. Undertake research as required by the Director.
13. Produce PowerPoint presentations as required by the Director.
14. Work closely with the Director and senior colleagues across the five departments which fall under Public Engagement: Audience Insight, Marketing, Communications, Digital, and Visitor & Friends Experience.
15. Ensure that Health & Safety policies, procedures and regulations are known, understood and complied with by you, the team and internal and external colleagues and suppliers.
16. Undertake any other duty which may reasonably be allocated by the Director.

PERSON SPECIFICATION

KNOWLEDGE, SKILLS, EXPERIENCE AND PERSONAL QUALITIES

- Highly computer literate – with excellent knowledge and experience of MS Office, Word and Excel, ideally version 2010
- Strong administration skills with specific experience of taking concise but authoritative meeting notes and actions; letter drafting/writing; maintenance of accurate records and establishing and maintaining effective monitoring and filing systems
- Well organised, practical, systematic and tidy with a flexible approach to work and the ability to work to deadlines whilst prioritising a varied workload
- Excellent interpersonal and communication skills to develop strong working relationships with internal staff and external agencies
- Professional telephone manner
- Diplomatic and able to maintain confidentiality at all times
- Well presented, assertive and confident with an outgoing and friendly manner
- Able to demonstrate good use of initiative
- First-class written English, strong drafting skills for clear and professional written communications
- Effective time management skills, strong logistician with the ability to multi task
- Razor-sharp attention to detail, together with a methodical and highly accurate approach to work
- Experience of effective co-ordination of meetings, logistical requirements, booking venues, etc.
- Hard work ethic, conscientious with high standards of output
- An interest in the visual arts and the work of the Royal Academy of Arts.