

**BIRDLIFE INTERNATIONAL - JOB SPECIFICATION/DESCRIPTION**

<b>JOB TITLE:</b>	<b>PA to the COO</b>
<b>DIVISION/DEPARTMENT:</b>	<b>Operations</b>

**1. OVERALL PURPOSE OF JOB**

<p>Provide full secretarial / administrative support to the Chief Operating Officer to enable them to make the most effective and efficient use of their time.</p> <p>To ensure the smooth running of secretarial and administrative matters throughout Operations.</p> <p>Support other members of the Operations team in organisational tasks, including organising meetings, travel bookings, etc.</p> <p>To keep the contract database for legal up to date.</p> <p>To assist with the company secretarial requirements of the organisation.</p> <p>To track travel bookings.</p> <p>To manage the insurances for BirdLife and ensure policies are up to date and compliant.</p>
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**2. STAFF RELATIONSHIPS**

<b>REPORTING TO (LINE MANAGER):</b>
Chief Operating Officer
<b>REPORTING TO JOB HOLDER (LINE MANAGED STAFF):</b>
None
<b>PRINCIPAL STAFF RELATIONSHIPS/RESPONSIBILITIES WITHIN SECRETARIAT</b>
COO. All Operations staff. Other Directors / PA's. All other Secretariat staff. Departmental volunteers.
<b>PRINCIPAL STAFF RELATIONSHIPS/RESPONSIBILITIES WITHIN BIRDLIFE NETWORK</b>
Members of the BirdLife Network.

**3. KEY WORKING RELATIONSHIPS**

<b>Contact</b>	<b>Level (1-3)</b>	<b>Contact</b>	<b>Level (1-3)</b>	<b>Contact</b>	<b>Level (1-3)</b>
BirdLife Network Organisation Staff	2	General Public	1	Institutional policy makers /Politicians/ Corporations	1
BirdLife Advisory Groups, Committees, Reg. Councils	2	Press & Media	1	Institutional Funders	1
BirdLife Global Council	1	Regulators/Legislators/ Auditors	2	Individual donors/ members	1
Suppliers/Service Providers	2	Scientific Community	1	Royalty/VIPs/ High worth Individuals	1

<p><b>Level of Contact</b></p> <p>1.= General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative.</p> <p>2.= Presenting/Representing/Reporting "Relationship management". Frequent exposure representing BirdLife. Maintaining individual contacts. Frequently managing information flow.</p> <p>3.= Justifying/Negotiating - "Influencing decision makers". Frequent exposure as lead contact, representing Birdlife to highly influential people. Responsible for complex and sensitive/high risk communications.</p>
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**4. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES**

<p>By main work area:</p> <p>Provide full administrative and secretarial support to Chief Operating Officer, including:</p> <ul style="list-style-type: none"> <li>• Manage the COO's diary using the Outlook calendar; arrange meetings and managing appointments to make the best use of the COO's time</li> <li>• Organise meetings and workshops as required - includes Finance Management Committee (3-4 times a year) and departmental team meetings (2 times a year)</li> <li>• Manage travel spreadsheet</li> <li>• Manage contract database payments</li> <li>• Prepare and edit documents, reports and PowerPoint presentations for COO and other Operations staff as required</li> <li>• Make travel arrangements for the COO, including booking flights, organising visas, producing meeting papers, etc.</li> <li>• Take minutes of departmental and other meetings, as required by the COO</li> <li>• Assist with meetings and visitors to the department</li> </ul> <p>Provide administrative assistance to the rest of the Operations Department including:</p> <ul style="list-style-type: none"> <li>• Organising and minuting meetings, assisting in research, photocopying and preparing documentation as required</li> <li>• Make travel arrangements and arrange meetings for departmental heads as required</li> <li>• Work closely with the five division heads, especially in the COO's absence</li> <li>• Ensure staff schedules are tracked in COO Diary</li> <li>• Assist with departmental workplan preparation</li> <li>• Manage new entries into the contracts database.</li> <li>• Coordinate signature of contracts through DocuSign</li> <li>• Liaise with external lawyers and Council members for administrative matters</li> <li>• Assist with insurance renewals and general insurance queries</li> <li>• Manage registration and filing at Companies House</li> <li>• Documentation for department processes and procedures</li> <li>• Assist ERP Project team with documentation and administration</li> </ul> <p>Assist in the maintenance of the intranet, especially for cross functional issues such as health and safety</p> <p>To provide office management support to the Cambridge team:</p> <ul style="list-style-type: none"> <li>• Act as BirdLife's representative on the David Attenborough Building User Group, and Cambridge Conservation Initiative's first point of contact on facilities and security</li> <li>• Work in conjunction with HR and departments in the allocation of desks and maintaining electronic desk layouts</li> <li>• Maintain personal and office risk assessment records for Cambridge staff</li> <li>• Act as first contact to Cambridge University on the telephone system management.</li> <li>• Answer any telephone calls to the central BirdLife number, and forward to the appropriate department, as required</li> <li>• Maintain the Cambridge office stationary supplies</li> </ul> <p>Work in conjunction with other administrative staff to ensure effective support is provided across the BirdLife International secretariat e.g. take minutes of wider Secretariat meetings as required and provide cover for colleagues.</p>
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**5. LIMITS OF AUTHORITY/RESPONSIBILITY FOR RESOURCES**

<b>RESPONSIBILITY AREA</b>	<b>LEVEL OF AUTHORITY</b>
<b>Financial/Budgetary</b>	N/a
<b>Contracts – Funders</b>	N/a

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<b>Contracts – Staff/Consultants</b>	N/a
<b>Contracts – Service providers</b>	Maintain database
<b>Legal Responsibility</b>	Company secretarial obligations
<b>Other</b>	Discretion with confidential correspondence and other matters

**6. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS**

<b>REQUIREMENTS</b>	<b>KNOWLEDGE/SKILLS/ATTRIBUTES</b>
<b>Job Specific Education/Qualification</b>	Secretarial qualifications desirable
<b>Job Specific Knowledge</b>	Minute taking skills and ability to type fluently, accurately and quickly Proof-reading skills
<b>Experience</b>	Proven track record of experience in a similar position Experience of working in an international, multi-sited organisation is an advantage
<b>Management &amp; organisational skills</b>	Proactive and pre-emptive approach Ability to work in a tidy and systematic way Organised, with the ability to keep track of a wide variety of tasks Ability to work under pressure, with minimum supervision Has the confidence to influence and work with staff at a senior level
<b>Communications skills</b>	Excellent communication skills, ability to communicate clearly and concisely, both verbal and written Tact and diplomacy, and the ability to influence Builds positive relationships People oriented and able to interact with a wide diversity of people Flexibility when working with other colleagues
<b>Creativity &amp; Initiative</b>	Using initiative and strong problem solving skills; ability to foresee difficulties before they arise and take steps to limit any problems as far as is possible.
<b>Computer Literacy</b>	Expertise in all office technology, including use of Microsoft packages and the Internet including: Outlook, Word, Excel, PowerPoint, databases Confidence in the use of audio-visual equipment and the ability to support remote meetings in a technical capacity
<b>Languages</b>	Excellent use of English, written and verbal Other languages are an advantage Ability to communicate with those whose 1st language is not English is essential
<b>Travel requirements</b>	None
<b>OTHER DESIRED/HELPFUL KNOWLEDGE/SKILLS/ATTRIBUTES</b>	
A knowledge of or commitment to environmental issues.	

<b>Prepared by:</b>	<b>Date:</b>
Helen Bull/Laura Formoy	October 2021