

The post holder reports to INF Chief Executive Officer based in Manchester, England.

Job Purpose

To deliver executive support to the CEO, President & INF Board, to increase their productivity and ensure they maximise their time on strategic tasks.

Responsibilities

- Ensure effective and efficient support to the CEO, President and INF Board
- Provide first response to enquiries from INF Members, Regions and other stakeholders whether by telephone, email, website enquiry or letter
- Provide administrative support including the preparation of reports and agendas, taking confidential minutes, electronic distribution of papers and ensuring appropriate company records are maintained.
- Arranging travel, meetings and functions
- Manage the INF Member Database and ensure compliance with General Data Protection Regulations
- Manage the IT systems and suppliers for the Secretariat (Hardware and software) to ensure they meet the developing needs of the organisation.

Diary and Travel Management

- Assess the importance and urgency of requests for time with the CEO/President and diarise as appropriate, ensuring the most efficient use of time and availability
- Consider the impact of meetings on other elements of the CEO's day and plan accordingly
- Maintain a good knowledge of INF's Strategic Plan to understand priorities for the CEO and President
- Run focused weekly update meeting with the CEO and secretariat staff to ensure commitments and workload are fulfilled
- Respond to all requests in a professional, courteous and timely manner
- Arrange all travel, hotels and papers for the CEO, President & Board in a timely, cost effective and appropriate manner

Communications & Correspondence

- Be the first point of contact for incoming emails, letters and telephone calls for the CEO and President and process or redirect as appropriate whilst ensuring all communications are carried out in a professional, courteous and timely manner
- Compile communications for the CEO and President and ensure that they are distributed to the relevant audience and through the relevant channel i.e. email, website, social media
- Research, prioritise and follow up on incoming issues and concerns, including those of a sensitive or confidential nature, determining the appropriate course of action, referral or response

Meetings & Event Management

- Arrange meetings: circulate schedules and manage co-ordination of diaries to ensure all necessary attendees are available and their commitments are fully communicated
- Set and agree timetables for sending out meeting papers to ensure all deadlines are met
- Prepare the agenda, papers and take the minutes of the meetings (or source this service locally) for:
 - INF Board & Board Committees (including Audit & Risk, Governance, Nominations and Commercial)
 - INF Congress

- Organise the INF Congress (and any Extraordinary General Meetings) and ensure that they are conducted in line with the Memorandum and Articles of Association within the necessary timescales. Ensure delegates receive the information required to participate fully in the proceedings and elections are managed effectively and fairly.

This list is not to be regarded as exclusive or exhaustive, as there may be other reasonable duties and requirements associated with the post, which INF may call upon the post-holder to perform from time to time

Skills and Experience

Essential:

- Previous and proven experience as an Executive Personal Assistant at CEO/Board level
- Advance IT and keyboards skills and knowledge of MS Office 365 applications including Excel and PowerPoint, and utilising the internet and web-based databases
- Knowledge of Board Information/Reporting Systems
- Minimum typing speed of 55 words per minute with experience of dictation
- Excellent minute taking skills
- Strong organisational skills and time management with evidence of relevant techniques and understanding of project management methodologies
- Experience of flexible working, comfortable with ongoing change and with ability to vary work patterns and prioritise tasks to meet the changing needs of the business as and when required
- Excellent written and verbal communication, administrative and organisational skills
- Evidence of excellent communication skills and a natural ability to liaise and communicate with people at all levels with a high level of diplomacy and professionalism
- Empathy and experience in working with multi-cultural, multi-geographical settings
- Ability to prioritise and multi task
- Ability to use initiative, with good problem-solving skills

Desirable:

- An interest in sport and in the work of International Netball
- Knowledge of French, Spanish or German

Additional Information

Standard working hours are 9:00 to 17:00 although flexibility is required in order to ensure core objectives are achieved. International travel may be required.

Equal Opportunities

INF is committed to equal opportunities for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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