

**Team: DFID Ghana Corporate Effectiveness (CORE) team**

**Grade: B2**

**Line managed by: Head of Office**

**Main responsibilities and deliverables**

**Executive Assistant**

Provide effective EA support to Head and Deputy Head of Office(HoO/ DHoO) to enable them to manage their time and communications, and maintain effective contacts outside the office. This includes:

- Excellent diary and paper management for HoO: ensuring meetings are up to date, travel booked, day file of reading papers and approvals, prioritisation of competing requests and regular meetings. Includes proactive engagement with senior team, corporate compliance lead and programme teams to ensure HoO has paperwork for approvals on time.
- A professional and friendly first point of call for DFID's partners, including development partners, government, NGOs, media and others.
- Managing internal and external correspondence (including emails) whilst ensuring 100% confidentiality of information.
- Drafting responses to correspondence, including Ministerial correspondence.
- Coordination with other assistants for Heads of Cooperation and Mission, and key partners in Government, NGOs, private sector, for a good flow of information and to resolve issues arising.
- Network with colleagues in partner organisations (including links to Government key contacts) to maintain up-to-date contacts database and to inform office-wide generic guest lists.
- Efficient organisation of successful DFID events: HoO events and receptions at HoO house, or Residence if appropriate. Involves planning, organising, hosting, liaising with Communications leads and BHC as relevant.
- Ensuring corporate returns and HoO/DHoO correspondence and documents appropriately saved in VAULT.
- Excellent coordination with the High Commissioner's office for shared priorities, events and communications.
- Lead on coordinating office wide events as may be required e.g. visioning exercises/Away-days, all staff meetings with EMC, cross mission all staff meetings.
- Other support to Team Leaders as agreed with HoO/DHoO.

Lead on logistics for all high level visits to and from the UK to Ghana. This includes:

- Commissioning, coordinating and providing input into briefing for any high level visits, working with programme teams in DFID Ghana and the wider British High Commission.
- Setting up and managing visit preparation meetings, producing minutes and following up with relevant officers to ensure action points are met on time and HoO/DHoO updated.
- Producing and managing the visit programme including arranging high-level calls/meetings and field visits.
- Leading on visit communication plan, with post and DFID Media Team, including drafting high quality press releases, Insight articles etc. Other relevant communication materials produced to deadline.
- Providing input and ensuring transport plan, protocol and security arrangements are firmed up with relevant officers in advance of visit.
- Convening and managing a wash-up session in consultation with Deputy Head/HoO and lessons shared across office within agreed deadline.

**Information management and transparency**

Lead on delivering DFID's transparency agenda and on information management and VAULT processes for DFID Ghana and Liberia. This includes:

- Responding to Ghana and UK public enquiries including working with teams to ensure items referred to them are dealt with within deadline.
- Ensuring DFID Ghana and Liberia compliance with transparency commitments, checks and deadlines - monthly quality assurance of data before publication and quarterly review of published project data on the data.gov.uk website/Development Tracker
- Supporting staff to become competent/confident in the use of the new (VAULT) system.
- Ensuring information and knowledge management across DFID Ghana and Liberia are integrated into ways of working including provision of on-going support to staff.
- Managing DFID Ghana and Liberia file plan and maintaining up-to-date file lists.
- Ensuring digital is embedded in DFID Ghana and Liberia programme work.



	<p><b>Communications and Branding</b></p> <p>Point person for DFID Ghana and Liberia on communication, working closely with colleagues in the Foreign and Commonwealth Office, Political and Communications team (PACT) and the DFID HQ Media Team to ensure DFID work is effectively communicated. This includes: leading on specific communication tasks e.g. drafting articles, briefings, correspondence, handling parliamentary questions); providing advice to programme teams and implementing partners on branding; and working with teams to ensure photos from field visits/events are catalogued and uploaded onto teamsites.</p> <p><b>Supporting wider Corporate Effectiveness team and British High Commission</b></p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Supporting the CORE Team Leader in the management of corporate returns for DFID Ghana and Liberia, including through maintaining a business tracker to ensure corporate deadlines are not missed.</li> <li>• Acting as a role model in the office, demonstrating civil service, UK in Ghana and DFID values and behaviours, and awareness of local cultural sensitivities.</li> <li>• Effectively representing DFID in wider office and cross-mission fora.</li> <li>• Demonstrating cross-office engagement by taking on new, stretching tasks when opportunities arise.</li> <li>• Keeping abreast of changes in DFID/HMG, and the implications for DFID Ghana.</li> <li>• Demonstrating commitment to working cross-Mission as the UK in Ghana, and being part of cross-office/cross-Mission working groups.</li> <li>• Actively promoting a supportive working environment across the team.</li> </ul> <p><b>Administrative</b></p> <p>Administrative tasks to support delivery of work related to own job. Includes saving, retrieving and archiving documents using the DFID electronic filing systems (QUEST/VAULT), room bookings, arranging meetings, photocopying/scanning, travel arrangements and claims.</p>
<b>Competencies</b>	<p>Key Civil Service competencies:</p> <ul style="list-style-type: none"> <li>• Making Effective Decisions</li> <li>• Collaborating and Partnering</li> <li>• Leading and communicating</li> <li>• Seeing the Big Picture</li> <li>• Delivering at Pace</li> <li>• Managing a Quality Service</li> </ul>
<b>Skills and experience</b>	<p>The post-holder will need to combine strong people management, interpersonal and leadership skills with sound judgement, analytical and decision-making skills. The post-holder will need to have clear spoken and written communication skills. Previous experience as an Executive Assistant, or covering for an Executive Assistance is desirable. As a first point of contact for DFID Ghana, the post holder will act as a role model in the office, demonstrating civil service, UK in Ghana and DFID values and behaviours, and awareness of local cultural sensitivities. In a varied and interesting role, the post holder will need to demonstrate flexibility and an ability to successfully juggle priorities.</p>
<b>Professional Development</b>	<p>Coaching from HoO, DHoO, CORE Team Leader and previous post holder. Participation in cross office Learning and Development. On job learning through attendance of meeting with HoO and taking on stretching tasks with increasing levels of responsibility or specialist skills.</p>