**Central Services Executive**

**Business Unit:** Membership

**Reports to:** Head of Membership & Central Services

**Responsible for:** n/a

**Place of work:** Victoria, London (hybrid working between home and office)

**Job purpose:**

1. Oversee the smooth running and administration of CPT’s head office
2. Administration of day-to-day HR duties
3. PA support to the Chief Executive
4. Administrative support to the membership team

**Working at CPT**

Our values matter to us. They help us achieve what our members have asked us to and deliver our very best both individually and as an organisation. We are:

* ambitious to make things better for the passengers our industry serves
* inclusive in seeking out different perspectives and
* always there when our members need us.

We ask every colleague to live these values as part of their role and ask managers to enable their teams to do so.

**Tasks and results**

| **Key tasks** | **Results** |
| --- | --- |
| Provide day-to-day management of CPT’s head office, including stationery, office supplies, machinery and postal services as well as liaising with building management on health & safety and other related matters. | Ensure that all staff and CPT visitors to Greencoat Place have access to a working space, suitable IT and stationery to carry out their duties efficiently. |
| Provide high level administrative support to the Chief Executive; managing diary appointments, meeting schedules and arranging travel, room bookings and accommodation when required. | Ensure effective management of the Chief Executive’s diary and appointments schedule, whilst making sure all travel and accommodation is booked in advance and details provided. |
| Carry out general in-house HR duties, with the support of a professional external consultant. | Ensure the smooth administration and management of all day-to-day HR matters, including: staff recruitment and induction programmes; upkeep of staff handbook; implementation of health & safety policies; recording of annual leave and staff absence. |
| Oversee the operation of the main telephone switchboard, ensuring that all incoming calls are answered and dealt with in a professional and timely manner. | Maintain and deliver a professional business image whilst making sure that incoming calls are transferred to the relevant individuals/departments and dealt with efficiently. |
| Manage CPT’s head office hotdesk and Zoom room booking systems. | Ensure the CPT diary is kept fully up to date with staff movements and all meeting room and hotdesk bookings are administered and ready for users. |
| Provide general administration and events support to the membership team. | Help to ensure that the central Microsoft Dynamics (CRM) database and membership distribution lists remain fully up to date. |
| Oversee the organisation and running of quarterly Board meetings. | Liaise with the Chief Executive and Membership Director to ensure the smooth organisation and delivery of Board meetings. |
| In common with the entire CPT team:   * Undertake any other duties and responsibilities commensurate with the level and responsibilities of the post. * Work in harmony with colleagues and members, communicating in an open and courteous manner. * Actively and continuously review all work related activities and suggest areas for improvement. * Follow all relevant Company policies and procedures. | |

**Person specification**

| **Criteria** | **Essential** | **Desirable** |
| --- | --- | --- |
| Qualifications | A good general education to A level standard. |  |
| Skills/Competencies  (Technical & Behavioural) | Strong organisational skills.  Ability to prioritise and manage a diverse workload.  Excellent communication skills – verbal and written.  A demonstrable ability to work to CPT’s values. |  |
| Experience | Previous experience of providing high level support to Chief Executive and managing in-house HR matters.  Must have experience of working in a diverse role. | Experience of HR processes.  CRM database. |
| Knowledge | All Microsoft packages including Excel and Word. | Switchboard operation.  Knowledge of HR processes. |

**Job description agreement**

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| --- | --- | --- |
|  | Manager | Employee |
| Signed |  |  |
| Date |  |  |