

## Job Description

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### **Job Title: Company Manager and Executive Assistant (up to £38k dependent on experience)**

Department: Company Performance

Line Manager: Associate Director of Company Performance

Direct Reports: n/a

Location: On-site, 80-81 St Martin's Lane, London WC2N 4AA

Hours: Full-time, 9:00am–5:30pm, Monday to Friday (some out-of-hours work required)

### **Job Purpose**

The Company Manager and Executive Assistant provides high-quality executive support, governance coordination and day-to-day operational administration to ensure the smooth and professional running of HOLBA.

Working closely with the CEO, Deputy CEO and Associate Director of Company Performance, the postholder manages diaries, coordinates meetings and supports governance processes, ensuring that senior leadership is well-supported and organisational activity runs efficiently.

The role provides day-to-day administrative and coordination support to the Associate Director of Company Performance, enabling effective management of governance, operations and organisational performance.

The postholder acts as a central point of coordination for office operations, internal systems and communication, maintaining effective processes, accurate records and strong organisational alignment.

### **Main Responsibilities**

#### **Executive and Diary Support**

- Manage diaries, meetings and travel for the Chief Executive and Deputy Chief Executive, ensuring effective scheduling and prioritisation, and when required to provide administrative support and follow ups for key actions.
- Act as a first point of contact for internal and external queries to the Chief Executive and Deputy Chief Executive.
- Coordinate company-wide calendar activity where required, ensuring visibility and alignment.

#### **Associate Director Support**

- Provide administrative and coordination support to the Associate Director of Company Performance, including meeting coordination, preparation of materials and tracking of key actions.
- Support the coordination of governance, operational and organisational priorities, ensuring deadlines and outputs are delivered.

#### **Governance and Board Coordination**

- Coordinate Board and committee meetings, including scheduling, agenda preparation, collation of papers and minute-taking.
- Liaise with Board Directors and their PAs to ensure smooth communication and meeting logistics.
- Maintain accurate records of governance documentation and actions.

### **Office and Systems Management**

- Support the day-to-day running of the office, including IT coordination, equipment management and supplier liaison.
- Act as a front-of-house presence for the organisation, ensuring a professional, welcoming and well-managed office environment.
- Act as a point of contact for IT issues, coordinating with the outsourced IT provider to resolve queries.
- Manage onboarding and offboarding processes for equipment, maintaining accurate records of hardware and software.
- Maintain internal systems, document storage and access to ensure information is organised and accessible.
- Support health and safety compliance and coordination of related activities.

### **HR and Training Support**

- Support recruitment processes, including interview coordination, communications and documentation.
- Coordinate onboarding and induction processes for new starters.
- Assist with maintaining HR records, policies and staff documentation.
- Support the booking and coordination of staff training and development activity.

### **Organisational Coordination**

- Support internal planning cycles, including coordination of timelines, deadlines and information sharing.
- Communicate key organisational updates and deadlines to ensure teams are aligned and informed.
- Assist with preparation of internal reports and documentation where required.

### **BID Ballot and Voter Engagement**

- Support coordination of BID ballot logistics during peak times, working with the Associate Director and Engagement team.
- Assist with ballot-related communications, scheduling and event coordination as required.

### **Person Specification**

#### **Essential**

- Support internal planning cycles, including coordination of timelines, deadlines and information sharing.
- Communicate key organisational updates and deadlines to ensure teams are aligned and informed.
- Assist with preparation of internal reports and documentation where required.

#### **Desirable**

- Experience in BID, not-for-profit, place-based, or membership organisations.
- Knowledge with London's West End business environment.
- Experience supporting events or organisational operations..

Please note that the above is not intended to be an exclusive or exhaustive list of responsibilities and personal specifications but an outline of the main areas. Please also note that the Company reserves the right to update the job description at its discretion.