

# Executive Support Assistant



Are you an organised, proactive multi-tasker?

This job has your name on it!

**SDL Group**

**Chilwell**

## What we do

We deliver national coverage across the board, in surveying, mortgage services, auctions, property management, lettings and estate agency. In all areas, our revolutionary spirit has the customer at its heart.

## What we care about

Revolutionising our customers' experience is what drives us each and every day at SDL. We thrive on shaking up the industry and doing what it takes to make customers' lives easier and better. Because they deserve more and we want to be the ones to wow them.

We believe our greatest asset, our people, also deserve more. More support and more freedom to bring their individual flair to bear in their work. So they can find ever-better ways of helping customers and opportunities to become more than they dreamt possible.

## Your life as an Executive Support Assistant

You'll provide a first-class executive administrative support to the Executive Support Manager and Personal Assistants. You'll work on your own initiative to deliver to tight deadlines, being an excellent gatekeeper and exemplary communicator in all forms. You will be required to work with all levels internally and externally. You will be proactive, professional, organised and have an energetic can-do attitude. You will work as part of a team to provide the Executive Team and Senior Leaders with administrative support.

## What you'll do

**Expenses** – Ensure expenses for the Exec Team and their direct reports are submitted on time and within company policy

**Travel & Accommodation** – Arrange all travel and accommodation for the Exec Team in the timeliest and cost-efficient manner ensuring full compliance with the company policy.

*Love* OUR  
CUSTOMERS

*DARE* TO BE  
DIFFERENT

MAKE IT  
BETTER

# Executive Support Assistant



**Exec Complaint Management** – Record and ensure appropriate resolution and response delivery on all exec complaints

**SDL Group Info Email Management** – Management of incoming emails to the [info@sdlgroup.co.uk](mailto:info@sdlgroup.co.uk) email box, ensuring messages are directly to the appropriate teams or responded to accordingly

**Board and Meeting Pack Collation/Production** – obtain required information and content to produce board packs and meeting agendas and papers and distribute to attendees in relevant timescales

**Correspondence** – Management of incoming and outgoing communication (all forms) by filtering and responding as appropriate managing internal and external stakeholders.

**Research and Documentation** – Carry out comprehensive analytical research with regards to the markets we operate in and draft correspondence, presentations and reports of a general or confidential nature as required.

**Problem Solving** – Offer and initiate pragmatic solutions to problem. Working on own initiative to resolve routine queries and issues.

**Ad Hoc Requests** – Be flexibly available to deal with reasonable ad hoc requests from the Exec Team

**Diary Management** – Arrange and book meetings for the Exec Team where required.

## Who we're looking for

We're on a mission to find an efficient and effective professional who demonstrates:

- \* Resilience & flexibility
- \* Strong organisational skills
- \* Solid knowledge of all major Microsoft Office applications
- \* The ability to stay cool, calm and effective in the face of a busy office, mounting workload and competing deadlines
- \* An excellent and clear way with words both written and spoken
- \* The self-motivation to double check every detail and single-mindedly seek out ways to make clients' lives easier
- \* The desire and diplomacy to deal positively, professionally and promptly with queries and complaints

*Love* OUR  
CUSTOMERS

DARE TO BE  
DIFFERENT

MAKE IT  
BETTER

# Executive Support Assistant



\* A genuine enthusiasm for learning and developing professional skills as well as personal strengths and business nous

\* A proactive, positive, can-do attitude that opens the way to great teamwork and outstanding service

\* Eligibility to work in the UK and everything it takes to successfully complete pre-employment screening including credit and employment referencing and CRB checking.

## How to apply

Write an email telling us why this job's got your name on it. Attach your CV. Press send.  
recruitment@sdlgroup.co.uk

*Love* OUR  
CUSTOMERS

*DARE* TO BE  
DIFFERENT

MAKE IT  
BETTER