

# Management Assistant

## Role and Task Descriptions

26/06/2024  
Human Resources



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Year 3: Rooms Division Manager

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# Year 3: Management Assistant

The Management Assistant plays a crucial role in supporting the executive team and ensuring the smooth operation of the organization. This position involves a wide range of administrative and clerical duties to assist in the daily management of the company, enabling the executive team to focus on strategic initiatives. The Management Assistant serves as a key point of contact within the organization and liaises with internal and external stakeholders.. The roles and tasks include:

1. Administrative Support:
  - a. Organise and maintain office files and records.
  - b. Handle confidential information with discretion.
  - c. Prepare and edit correspondence reports and presentations.
  - d. Manage management schedules, appointments, and travel arrangements.
2. Communication:
  - a. Act as a liaison between executives and internal/external parties.
  - b. Screen and prioritise phone calls, emails and other communications.
  - c. Drafts and proofread official documents and communications.
3. Meeting Coordination:
  - a. Schedule and organise meetings, conferences, and events.
  - b. Prepare meeting agendas, take minutes, and distribute follow-up actions.
  - c. Ensure meeting rooms and facilities are prepared and equipped.
4. Project Assistance:
  - a. Assist in planning and execution of special projects and initiatives.
  - b. Conduct research and compile data as needed for project support.
  - c. Coordinate with various departments to ensure project timelines are met.
5. Office Management:
  - a. Ensure the office equipment is maintained and operational
  - b. Maintain a clean and organized office environment.
  - c. Oversee office supplies inventory and place orders as necessary.

6. Financial Tasks:
  - a. Assist with budget preparation and expense tracking.
  - b. Process invoices, receipts, and expense reports.
  - c. Reconcile accounts and assist with financial record-keeping.
7. Travel Coordination:
  - a. Arrange travel logistics, including flights, accommodations, and transportation.
  - b. Prepare travel itineraries and provide necessary documentation.
  - c. Manage travel expenses and submit travel reports.
8. Support to Management Team:
  - a. Provide personalised support to management team members as required.
  - b. Handle special requests and miscellaneous tasks from management.
  - c. Ensure the management team is informed and prepared for upcoming commitments.

**Top characteristics for this role:**

- Meticulous work and work ethic.
- Excellent problem solving skills.
- Ability to work independently and as part of a team.
- Familiarity with office management procedures.
- Basic knowledge of project management tools and techniques.

**Related Learning Outcomes:**

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)



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