

Job Description

Job Title: Executive Assistant

Location: Central Bristol (minimum 3 days a week in the office)

Reporting to: Group CEO

Contract: Permanent

Hours: Full time - 5 days per week at 37.5 hours per week

The Company

Smartbox creates technology that gives a voice to people who don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want to support them by promoting an inclusive culture within our team.

Smartbox operates out of offices in Great Malvern and Bristol in the UK, and in Pittsburgh in the USA. The wider Smartbox Group includes subsidiary companies in Germany (Rehavista) and the US (Talk to Me Technologies). In total, we are a team of around 500 people.

The Job

We are looking for a dedicated Executive Assistant to join our dynamic team and play a crucial role in ensuring our Group Board can focus on what they do best.

As an Executive Assistant, you will be the right-hand person to our Group Board, handling a variety of tasks that keep our operations running smoothly. Your day-to-day responsibilities will include managing calendars, coordinating meetings, preparing reports, and handling confidential information with the utmost discretion. You'll be the go-to person for our Group Board, anticipating their needs and providing exceptional support in a fast-paced environment.

Duties will include:

- Coordinating complex scheduling and diary management.
- Managing Group Board member's calendars and organising meetings.

- Preparing meeting agendas, taking meeting minutes and ensuring Group Board members are well-prepared for all engagements.
- Managing information flow in a timely and accurate manner.
- Liaising with all Group Board members and the Group Exec Teams.
- Making travel arrangements including flights, accommodation and logistics for all Group Board members.
- Coordinating and organising events, both internal and external.
- Managing correspondence, including email and phone calls.
- Drafting and preparing documents, presentations and reports for the Group Board, including financial information and internal communications.
- Undertaking research, collection of data and producing reports as required.
- Ensuring the Smartbox Bristol office is a welcoming and productive space.
- Managing sensitive information with professionalism and discretion.
- Willing to embrace and adapt to change.
- Assisting with actions requiring processing personal or sensitive data as and when required, and being acutely aware of commercially sensitive items.
- Liaising with internal and external stakeholders, ensuring seamless communication and collaboration.
- Collaborating with Marketing and Communications team members as appropriate on Group-wide comms.
- Delivering to specified requirements and deadlines across various internal and external projects as required by the Group Board and across the Group.

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- Work experience as an Executive Assistant, Personal Assistant or similar role.
- Excellent MS Office and IT skills.
- Outstanding organisational and time management skills.
- Excellent verbal and written communication skills.
- Excellent report-writing skills.
- High level of attention to detail and accuracy.
- Ability to work independently and as part of a team.
- Discretion and the ability to maintain confidentiality.
- Ability to work to tight deadlines.
- Ability to multitask and prioritise effectively.

Smartbox

Communication is life

- Strong interpersonal skills and ability to maintain relationships with key stakeholders across the Group.
- A positive and can-do attitude.

Useful skills/attributes

- Project management experience.
- ICM (Institute of Commercial Management) Professional qualification.
- Experience in a legal setting, demonstrating familiarity with legal document management and terminology.

Additional Information

- For this role, we require the candidate to work in the Bristol office at least 3 times a week as a minimum.
- You will be required to develop and maintain strong working relationships across the Group.
- You will meet and keep in regular contact with other teams in the business.

Rewards and benefits

Smartbox offers comprehensive benefits including:

- Company Pension.
- Group Life Assurance.
- Income Protection.
- Private Medical Insurance.
- 25 days holiday plus public holidays.
- Flexible working.
- Cycle scheme.
- Office snacks.
- Annual Charity Day.
- Long Service Award.
- Training and development opportunities.
- EV car scheme through salary sacrifice after 2 years' service.
- Corporate gym membership discount.
- We are passionate about our people and offer many social events including team outings and get-togethers.

How to apply

We welcome applications from all communities and those from diverse backgrounds and groups. Please outline your experience and ability to excel in this role within your cover letter.

Diversity & Inclusion

We are proud to be a Disability Confident Employer and one of the sponsors for Purple Tuesday- the #1 brand working to improve the experiences of disabled people as customers 365 days a year. We are fully committed to the employment and career development of disabled people. To ensure everyone has an equal chance, we're always willing to make reasonable adjustments to the recruitment process. Should you require further assistance or require any reasonable adjustments to be put in place to better support your application process, please do not hesitate to contact us via email: jobs@thinksmartbox.com or call 016842138075.

Corporate responsibility

At our company, we are driven by a passion for making a positive impact on society, minimizing our environmental footprint, and meeting the needs of our stakeholders. We have been actively working towards becoming B-Corp certified, aligning ourselves with a global movement dedicated to eradicating poverty, protecting the planet, and fostering lasting prosperity for all. To learn more about our commitment to sustainability, please visit this link: [Corporate Responsibility and Sustainability](#).