

## JOB DESCRIPTION

**Job Title:** Executive Assistant to the CEO

**Department:** People

**Reports to:** CEO – Mary Homer

### Our Story

From its inception in 1994, Chrissie Rucker's vision was to build a company that specialised in stylish, white, designer-quality items for the home that were not only exceptional quality, but also outstanding value for money. In addition to this devotion to simplicity, it was imperative the customer was put at the heart of everything and provided with a second-to-none shopping experience - and so The White Company was born.

Today, the company that began as a 12-page mail-order brochure has become one of the UK's fast-growing multi-channel retailers and a leading lifestyle brand with 60 stores across the UK and impressive global growth. The White Company also has two stores in the US – 155 Fifth Avenue NY and The Mall, Short Hills, New Jersey, plus concessions in selected Nordstrom stores.

### Role Overview

To effectively manage the diary and inbox and act as a 'gatekeeper' to the CEO, providing key support in the day-to-day operation of the business, ensuring everything runs smoothly. You will be responsible for the coordination and management of all the following aspects.

### Responsibilities

#### Diary Management

- Keeping the CEO on track throughout the day, ensuring that meetings start and end on time.
- Proactively ensuring CEO is prepared for all meetings, ensuring she has relevant printouts ahead of time and agendas/minutes are distributed and actioned in a timely manner.
- Organising travel, hotels, visas and meetings across different time zones.
- Obtain authorisation from CEO for all Director business travel, keeping within policy.
- Processing personal and company credit card expenses in timely manner.

#### Inbox/Communications Management

- Managing e-mails, responding where appropriate, and flagging urgent emails to CEO when necessary.
- Answering and screening all telephone calls.
- Monitoring customer letters received by the CEO, issuing acknowledgement letters/emails on behalf of CEO and liaising with the Resolutions Team to ensure these are followed up appropriately.

#### Board Meetings and Event Management

- Full responsibility of all Board meetings, from scheduling meetings up to one year in advance, to arranging all aspects of the day with the support of other PA's (room bookings, room set up, catering, and crockery).
- Preparation of the packs for all board meetings including creation of Word template, collating and formatting inserts and circulating papers to very tight deadlines.

- Take minutes at monthly Op Board meeting, circulate actions and follow up where required.
- Create Quarterly Town Hall deck for CEO to present to the business, with support from comms team
- Ad-hoc coordination of Team Away Days / Strategy meetings, responsible for sourcing appropriate venue and collating supporting documents/presentations.

#### **Owner of the relationship with our Travel Supplier**

- Day to day liaison with Account Manager.
- Facilitation of Quarterly Review meetings.
- Proactively ensuring the best rates and services possible.
- Coordination of invoicing; partnering with our finance/payroll teams.
- Overseeing and supporting Stakeholders with travel bookings.
- Managing all Company Travel related queries and issuing of travel information packs.

#### **Charity**

- Support to the Founder and CEO with ongoing charity project.
- Act as point of contact to charity partners, patrons and ambassadors.
- Facilitate Quarterly committee meetings, from scheduling dates, agreeing location and collating presentation.
- Ensure project distribution list is kept up to date at all times.
- Coordination of annual charity event and upcoming trek.

#### **Miscellaneous and Personal Support**

- Daily lunches and tea/coffees, book personal appointments, assist with family holiday bookings, coordination of data for tax returns and various other ad-hoc requests.
- Willingness to help out across the business, whether it be assisting with sample sales, packing goodie bags or going “back to the floor”.
- Maintenance of the CEO’s filing system.
- Ensure all Director’s annual leave requests are processed in a timely manner.
- Cover for Founder’s PA when on holiday/sick and vice versa.

#### **What will make you brilliant in this role?**

- You’ll be representing The White Company and the CEO, therefore excellent communication skills and telephone manner at all times are a must.
- The ability to work to a high standard with little direction, often under pressure with the flexibility to be resourceful and multi-task.
- You’ll have a proactive approach to work, with a high level of attention to detail and enjoy working to deadlines.
- A confident and professional manner at all times, working with complete discretion and confidentiality.
- Excellent organisational skills to keep the CEO’s diary running smoothly.
- A positive attitude to your work, and a sense of humour.

#### **Experience Required**

- Considerable experience as a board level PA / EA
- Accustomed to working in a fast-paced, high profile environment working discreetly at all times
- Advanced knowledge of all Microsoft Office programs

**Note:** This outline is to be used as a guide only. Changes in this Job Description may occur as the department changes and grows.