

THE : FUTURE : LABORATORY

JOB DESCRIPTION

Job Title:

Executive Assistant

Department:

Operations

Reporting structure:

Role reports to: Chris Sanderson, co-founder, and Martin Raymond, co-founder and editor-in-chief

Team members: Executive assistants, office manager, receptionist, people director

Summary of department:

The Future Laboratory is a consumer research, trend forecasting, consumer insight and brand innovation consultancy. Founded in 2001, we have grown into an organisation with international reach, employing more than 80 people, based in Spitalfields, London.

The Future Laboratory has creativity at the heart of everything we do. As an organisation we are inspiring, knowledgeable, forthright, charismatic and independent. We believe what we deliver is unique and game-changing, and we are committed to being ethical, responsible and socially minded.

Summary of the role:

The Executive Assistant is primarily responsible for providing administrative support to the Co-Founders of The Future Laboratory in a professional, efficient and confidential manner. Duties are highly confidential and require broad and comprehensive knowledge of the organisation's procedures and practices. Responsibilities require discretion, judgement, tact, poise and the ability to prioritise, prepare correspondences, and research highly confidential materials and issues.

There is also a private element to the Executive Assistant role that includes management of house appointments, liaising with the house-keeper, theatre, restaurant and hotel reservations. Previous EA's who have been dog friendly have also looked after the company Labrador, which includes walking, taking him to the vets for check-ups, walking back to the owners' house and dog-sitting.

Key responsibilities:

- : Manage the Partners' workload; act as gatekeeper and follow up meetings, external contacts and ideas for new business
- : Inbox management
- : Represent the Partners by reviewing correspondence, coordinating meetings and

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- welcoming visitors to the building
- : Meetings, dinners and other functions; answer questions and meeting requests directed to the Partners
- : Conserve Partners' time by reading, researching and routing correspondence
- : Draft letters and documents; collect and analyse information; initiate communications
- : Manage correspondence and deal with enquiries that do not require a Partner's direct response, but can be answered on their behalf
- : Help Partners make consistent decisions by advising them of historical precedent
- : Arrange meetings, and prepare itineraries and agendas; schedule travel and arrange accommodation if needed
- : Complete projects and special assignments by establishing objectives, determining priorities, managing time, gaining cooperation of others, monitoring progress, problem-solving and making adjustments to plans
- : Evaluate and redesign processes and implementing changes where necessary
- : Handle personal tasks where required, such as booking appointments and restaurant reservations
- : Taking minutes as and when requested
- : Offer additional support to the CEO, CGO, Head of Strategy and Head of Business
- : Assist with meetings and internal events agenda for the year ahead, liaising with members of the board, senior partners, non-executive directors and departmental managers to ensure all internal events and review meetings are set appropriately
- : Work closely with Front of House, covering reception where required
- : Occasionally supervise late night events that take place at the office to ensure the neighbours are not disturbed and the office left in an acceptable way
- : Co-ordinate any visits from schools / universities (or any other companies that are not part of a current project), ensuring that presenters are sourced where necessary and a deck is prepared in time. Meet and greet the guests on arrival
- : Offer operational assistance with our larger external events (e.g. Trend Briefing, Global Futures Forum), assisting with set up and clear down
- : Reconcile the founders' monthly expenses
- : Complete weekly timesheets on behalf of the founders

Essential skills and experience:

- : Experience in arranging national and international travel including visas
- : Complex multi-diary management and scheduling in Microsoft Outlook
- : Presentation design using Keynote preferred
- : First-rate written and spoken communication skills

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- : Ability to see areas for process improvement and the skills to implement
- : Strong decision-making skills
- : Understanding and experience of handling sensitive and confidential information using the utmost discretion
- : Excellent organizational and administrative skills
- : Excellent attention to detail