JOB DESCRIPTION

Personal Assistant (PA) to the Chief Executive Officer

**LOCATION: Odyssey Complex, Belfast**

**REPORTING TO: Chief Executive Officer (CEO)**

**SALARY: £35,000 per annum**

**CONTRACT TYPE Full-time, Permanent**

**HOURS: 37.5 hours per week (flexible approach required)**

**START DATE: Immediate**

**OVERALL PURPOSE OF THE JOB:**

**About The Odyssey Trust**

The Odyssey Trust is a leading not-for-profit organisation that owns and operates the Odyssey Complex – one of Northern Ireland’s most iconic destinations for science, sport, entertainment and education.

Home to the SSE Arena, W5 Science & Discovery Centre, and the Belfast Giants ice hockey team, the Odyssey Complex welcomes millions of visitors each year. As a charity, we reinvest in our facilities, people, and programmes to deliver lasting benefit to the local community and the wider region. We are committed to innovation, inclusion and creating world-class experiences for everyone who comes through our doors

**About the Role**

We’re seeking a highly organised, professional to support the Chief Executive Officer (CEO), while also providing additional support to the Chief Operating Officer (COO) and wider Senior Executive Team as needed.

This is a busy, dynamic role at the heart of the organisation, where no two days are the same. You'll act as a key point of contact for the CEO and senior leadership, helping to manage their time, communications, and priorities. The right person will bring exceptional organisational skills, good judgement, a calm and discreet manner, and the ability to handle high-level confidential information with professionalism.

You will also work closely with other internal teams, board members, external partners and stakeholders – representing the Executive Office with confidence and care.

The Odyssey Trust group of companies is committed to the core ideology of BEET, Best Experience Every Time for customers, colleagues and stakeholders. These principles will be developed with all to support outstanding customer service. All colleagues are expected to commit to the core values shown below:

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| --- | --- | --- |
| **Core Value** | **Our Behaviour** | **What it means for our Customers** |
| **Positivity** | Smile, can do, have fun | We will always be helpful, welcoming & enthusiastic |
| **Integrity** | Deliver on our promises | We will be trustworthy & respectful |
| **Commitment** | Go above & beyond  | We will go the extra mile |
| **Innovation** | Find new ways to be better | We will always learn & improve |
| **Teamwork** | Together we achieve more | We will work together to put you first |

**MAIN DUTIES**

**Executive Support**

* Provide comprehensive, confidential administrative support to the CEO, including diary management, travel coordination, and inbox management.
* Proactively support the COO and Senior Executive Team in managing key priorities, meetings, and administrative tasks.
* Prepare agendas, attend meetings, take accurate minutes, and ensure follow-up actions are completed in a timely manner.
* Draft and format reports, briefings, presentations, and correspondence for internal and external use.
* Ensure the CEO and Executive Team are well-prepared for all engagements, with relevant materials, background information and briefing documents.

**Communication and Co-ordination**

* Act as a first point of contact for the Executive Office – handling internal and external queries with professionalism, confidentiality, and efficiency.
* Manage complex calendars and respond to meeting requests, prioritising effectively across the Executive Team.
* Liaise with stakeholders, board members, external agencies, funders and partners on behalf of the CEO and COO.
* Coordinate smooth communication between Executive leadership and the wider organisation.

**Governance and Project Support**

* Assist with the preparation and distribution of board papers, committee packs and other governance documentation.
* Support planning and logistics for executive-led projects, strategic planning sessions and away days.
* Track key deadlines and support compliance and reporting processes across the organisation.
* Assist with maintaining company records, statutory registers, and filings in accordance with regulatory guidelines.
* Support the CEO and COO in ensuring compliance with corporate governance policies, legal regulations, and statutory requirements.
* Assist with ad hoc initiatives and operational projects led by the CEO, COO or Senior Team.

Administration and Office Support

* Maintain filing systems and digital document storage with a strong emphasis on confidentiality and accuracy.
* Book travel, venues and accommodation for the Executive Team and visiting guests.
* Help coordinate senior team events, hospitality, and Trust-wide communications when required.
* Assist with expense filings and reports, processing invoices, and supporting budget-related activities for the Executive Office.
* Manage the day-to-day running of the Executive Office, ensuring it operates smoothly and professionally.
* Any other duties as requested by your Line Manager

All OTC staff are expected to:

* Maintain excellent working relationships with other staff and volunteers.
* Ensure the delivery of BEET to all our customers and be committed to the Odyssey ethos and objectives.
* Be committed to and work in accordance with our Safeguarding, Health & Safety, Equality and other established policies and procedures.
* Be flexible undertake such other duties that may be required including occasionally working evenings, weekends and public holidays, if required.

**What We’re Looking For**

**Essential**

* A third level qualification in Business Administration, Management or related field.
* Proven recent experience in a similar **PA or Executive Assistant role**, supporting C-suite executives or senior leadership for a minimum of 3 years
* Excellent communication skills – both written and verbal – with a strong eye for detail.
* High levels of discretion, trustworthiness and professionalism when handling confidential matters.
* Confidence in managing multiple tasks and deadlines in a fast-paced, people-focused environment.
* Proficiency in Microsoft Office (especially Outlook, Word, Excel and PowerPoint).
* A flexible, solution-focused mindset and the ability to remain calm under pressure.
* Strong interpersonal skills and the ability to build trusted relationships at all levels.

**Desirable**

* Previous experience working in the events, leisure or cultural sectors.
* Familiarity with board governance or company secretarial processes.
* Experience using collaboration tools like Microsoft Teams, SharePoint or project tracking software.
* Knowledge of the local landscape and interest in The Odyssey Trust’s mission and work

**What We Offer**

At The Odyssey Trust, we believe in supporting our staff with great benefits, opportunities for growth and a positive working environment. You can expect:

* Free car parking
* Subsidised W5 Café and staff discount in W5 shop
* Complimentary tickets to Belfast Giants games
* Family and friends’ access to W5
* 31 days annual leave, rising to 34 days with service
* Company-sponsored social events
* Contributory pension scheme
* Life assurance and paid sickness benefit
* Comprehensive health cash plan
* Access to salary sacrifice schemes including pension, holidays and cycle to work
* Training and professional development opportunities

**How to Apply**

To apply, please attach your **CV** explaining why you’re a great fit for this role.

For an informal chat about the role, please contact [roisinmurray@theodyssey.co.uk].

**The Odyssey Trust is an Equal Opportunities Employer**

We are committed to building a diverse and inclusive team that reflects the communities we serve. We welcome applications from candidates of all backgrounds, identities, and experiences.