

## ROLE PROFILE

<b>Job Title</b>	<b>EA &amp; Office Administrator</b>
<b>Business Unit</b>	ODC
<b>Function/Region</b>	Administration
<b>Location</b>	Gurgaon Office
<b>Leader</b>	Country Director, India
<b>People Leadership</b>	No Direct Report
<b>Job Level</b>	5
<b>Role Purpose</b> To provide executive level secretarial and administrative support to the Country Director India, being a key point of contact of businesses and operations and all internal and external contacts. Extend admin support to India leadership team, and efficient administration of India office to ensure effective service level, maintaining high standards of efficiency.	
<b>Accountabilities</b> <ul style="list-style-type: none"> <li>• Provide comprehensive secretarial and administrative support to Country Director India, across correspondence and production of relevant documentation including reporting to ensure key stakeholders are represented at a professional standard while maintaining full confidentiality.</li> <li>• Effectively carry out the prioritisation and management of conflicting schedules, organisation of relevant travel arrangements and management of Country Director India's T&amp;E expenses to ensure to ensure efficient management of the Country Director India's expenses and daily diary.</li> <li>• Provide travel arrangement (e.g. bookings) for key stakeholders (India Leadership Team, Board members, external and internal customers and visitors) ensuring optimal/cost-efficient use of resources. Be responsible for managing relationship with all travel partners, service providers including ticketing, visa, and local travel and hotel arrangements for wider team.</li> <li>• Maintain, update and drive continuous improvement to databases, e- systems, administrative procedures and internal/external communications to improve efficiency of operations and ensure that information can be easily accessed, stored and secured as required.</li> <li>• Effectively administer data records and manage tracking of relevant Company property (e.g. IT equipment, POS and storage warehouses) to ensure effective administration including record and data keeping, processes and controls are administered smoothly.</li> <li>• Manage the efficient and effective running, presentation and coordination of the WG&amp;S India Gurgaon and regional offices, from expenses in line with budget, upkeep, administration of supplies and processes, to ensure compliance in line with health and safety standards and an accurate representation of our brands.</li> <li>• Owns as Admin In-charge for coordinating and supporting internal communications and logistics for event management during trainings, conferences and similar events.</li> <li>• Work closely with the key internal and external stakeholders (e.g. Global Health &amp; Safety team, external regulatory compliances) to review health &amp; safety requirements, implement health &amp; safety regulations to local requirements per Global guidance, to ensure compliance with statutory regulations and Global guidelines.</li> </ul>	

## Values



**BE PROUD**  
We are proud of our brands, our heritage, and our commitment to superior quality in our products



**BE RESPONSIBLE**  
We expect every individual and their teams to be accountable and to perform to their full potential



**BE SUSTAINABLE**  
We wish to make a positive contribution to our communities and to our environment



**BE PROFESSIONAL**  
We value integrity, transparency, professionalism and constructive debate within a team working culture



**BE ENTREPRENEURIAL**  
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



**THINK LONG TERM**  
We are proud of our brands, our heritage, and our commitment to superior quality in our products

### Working with People

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses

### Following Instructions & Procedures

- Appropriately follows instructions from others without unnecessarily challenging authority
- Follows procedures and policies
- Keeps to schedules
- Arrives punctually for work and meetings
- Demonstrates commitment to the organization
- Complies with legal obligations and safety requirements of the role

### Planning & Organising

- Sets clearly defined objectives
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Manages time effectively
- Identifies and organises resources needed to accomplish tasks
- Monitors performance against deadlines and milestones

### Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals.

<p><b>Adapting &amp; Responding to Change</b></p> <ul style="list-style-type: none"> <li>• Analyses numerical data, verbal data and all other sources of information</li> <li>• Breaks information into component parts, patterns and relationships</li> <li>• Probes for further information or greater understanding of a problem</li> <li>• Makes rational judgements from the available information and analysis</li> <li>• Produces workable solutions to a range of problems</li> <li>• Demonstrates an understanding of how one issue may be a part of a much larger system.</li> </ul>	<p><b>Deciding and Initiating Action</b></p> <ul style="list-style-type: none"> <li>• Makes prompt, clear decisions which may involve tough choices or considered risks</li> <li>• Takes responsibility for actions, projects and people</li> <li>• Takes initiative, acts with confidence and works under own direction</li> <li>• Initiates and generates activity</li> </ul>
<p><b>Skills and Qualifications:</b></p> <p><u>Essential:</u></p> <ul style="list-style-type: none"> <li>• Strong background in senior level administration/co-ordination</li> <li>• Excellent interpersonal and communication skills and ability to build sound working relationships</li> <li>• Skilled in project /event management; organising and multitasking</li> <li>• Advanced Computer literacy (Excel, Word, PowerPoint)</li> <li>• Working with confidential information in an appropriate manner</li> <li>• 4-5 Years of Experience in Admin/EA.</li> <li>• Educated to degree level</li> </ul>	
Created by:	Rishu Makkar
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HRBP:	Angela Corbett
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