

JOB DESCRIPTION

Title of Post:	Head of Secretariat Services
Location:	Fitwise Office, Bathgate (hybrid office/home working schedule)
Responsible to:	Managing Director
Subordinates:	Secretariat Services Department
Date Issued:	April 2025

Job Purpose:

To lead and manage the Secretariat Services team to deliver a professional secretariat service which includes the provision of general administration, membership management, and executive/personal assistant services.

The Head of Secretariat Services is a member of the Senior Management Team (SMT) and is expected to make a significant and valuable contribution to company business and strategic planning.

Main Duties and Responsibilities:

- To ensure efficient and high-standard delivery of secretariat services to our clients, including general administration, membership management, and executive/personal assistant services.
- To lead, supervise and manage performance of the department team.
- Operational support including monthly 1-to-1s with team, objective setting for appraisals and general HR management.
- To ensure clients' and members' interactions with Fitwise are seamless and professional.
- To continually review and develop our secretariat service offering in line with industry trends, technology and changing client/business needs.
- To support the team in providing advice on constitutional matters and governance, including compliance with regulatory bodies such as Companies House and the Charity Commission.
- To ensure the smooth and efficient onboarding process for new clients.
- To assist in the business development function by preparing tender documents and delivering pitch presentations.
- To have direct responsibility for the delivery of some client secretariat services.

- To support the facilities management team deliver facilities management to the Fitwise head office site (Blackburn House) and our tenants.
- To manage Fitwise's ISO9001 accreditation (quality management certification) and to ensure Fitwise remains compliant and up to date.
- To make a significant and valuable contribution to company business and strategic planning, as part of the SMT.
- To assume responsibility for leading company-wide projects as required.
- Negotiate best value supplier contracts for secretariat related products/services.
- To ensure good teamwork with other departments and maintain good working relationships.
- To present confidently and articulately to both internal and external stakeholders as required.
- To ensure Executive/Personal Assistants proactively seek out and promote organic business opportunities for Fitwise.

Skills / Knowledge and Qualifications:

Required:

Secretariat experience:

- Proven supervisory/management experience of an administration or support team.
- Proven ability to interact with those working at executive/director level.
- Significant experience working as an Executive Assistant (EA).
- Significant experience in delivering high-quality administrative support.
- Significant experience in coordinating and managing in-person and virtual meetings.
- In-depth understanding of secretariat services, competencies, and roles.
- Expertise in producing high-level, formal meeting minutes.
- Possess at least a basic understanding of associations/societies/membership organisations/charities.

Leadership and soft skills:

- Exceptional organisational and time management skills.
- Exemplary written and verbal communication skills.
- Ability to motivate and develop team members.
- Ability to deliver clear and concise reports and presentations.
- Strong interpersonal skills for client interactions and team collaboration.
- Ability to prioritise tasks and manage multiple projects simultaneously.

- High level of accuracy and attention to detail in all aspects of work.
- Ability to maintain thorough and precise records.
- Strong commitment to providing excellent client service.
- Maintains a professional demeanour.
- Proficient in using Microsoft Office Suite, in particular Outlook, Word, Excel, PowerPoint, and Teams and in using digital tools and platforms.

Desirable:

- Experience in a similar role or with associations/charities or third sector.
- Ideally of graduate calibre, with a relevant qualification in business administration, management, or a related field.
- Experience in process improvement and optimising service delivery.
- Experience in writing policies, processes, and procedures.
- Experience in coordinating and managing webinars.
- Possess at least a basic understanding of memorandum and articles of association, constitutional matters, and governance.

Working Environment:

The post holder will be predominantly office based at Fitwise's head office in Blackburn House, Seafield, West Lothian. There will be some travel required throughout the UK, and potentially overseas, to attend both client meetings/events and new business tender pitches. The post will require some work outside normal working hours including evenings and at weekends.

This job description is not meant to be definitive and may be amended from time to time to meet the changing needs of Fitwise Management Ltd.