

Role Portrait

Executive Assistant to CEO

Provide intelligent, proactive and caring assistance to the CEO of the Langley Group which creates conditions that enhance the success of the executive and the team.

Who we are

Sue Langley founded the Langley Group (LG) with a purpose: "To breathe spirit into the minds of others to achieve their level of excellence."

Our Purpose

To inspire and equip individuals, teams and organisations to show up more frequently as the best version of themselves.

Our Vision

To be global leaders in the practical application of positive psychology, emotional intelligence and neuroscience.



Our Strategy

Everything falls out of our PVV

Our 2019 strategy is focused on Expansion / Growth

- Market
- Products
- Clients

BAU

Business as usual means continuing to:

- Increase our Diploma student numbers
- Increase the number of clients who work with us
- Build our reputation through our marketing and branding
- Build relationships with our clients with every interaction
- Increase the volume of MSCEIT and SP certifications we run
- Increase the use of psychometrics with our consultant clients
- Develop and improve the LG website
- Team growth through internal L&D
- Learning Management System
- Aim for 15% net profit

Our Values in action

Professionalism: Ensuring the highest standards to be the best we can be.

Intelligence: Teaching the science and being intelligent with emotions.

Relationships: Cultivating lasting positive connections with our clients and team.

Authenticity: Fostering our awareness, realising our strengths and practicing what we teach.

Zest: Living life with excitement and energy and transferring positive emotions.

Aesthetics: Savouring all the senses and bringing learning beautifully to life.

Growth: Growing ourselves, our clients, our partners across all areas of the business

Our Goals

BAU Growing our reputation and client base in Australia / NZ

Market Focus on Europe and Asia

DPP / SP / MSCEIT in London

Products Launching The Growth Experience in Tuscany

Cert IV in Wellbeing Science

Advanced Diploma in Neuroscience of Wellbeing

Licencing our products - TTT and kits

Positive HR Toolkit launch

Online delivery – MSCEIT / webinar series

Video and activity series

Book

Clients More focus on larger interventions over time

More focus on building existing clients into global clients

Alumni sessions in each state for DPP

A strengths approach is at our core.

We are energised to take a new approach to human resource management, and we choose to focus on more positive constructs of organisational behaviour such as self-efficacy, goal setting, hope, resilience, pro-social behaviour, engagement, and participation. Our aim is to uncover, foster and expand strengths and positive organisational behaviour. Below are strengths we have seen successful in this role and strengths you bring to the position.

- **Centered:** you have an inner composure and self-assurance, whatever the situation.
- **Resolver:** you love solving problems, the more difficult the better.
- **Emotional awareness:** you are aware of the emotions and feelings of self and others.
- **Attention to detail:** you easily focus on the small things that others may miss ensuring accuracy.
- **Work ethic:** you put a lot of effort into everything you do.
- **Time optimiser:** you maximise your time and make the most out of whatever time you have available.
- **Planner:** you make plans for everything you do, covering all eventualities.
- **Service:** you love looking for ways to help others.

Qualifications and experience leading to success.

- 5 year+ experience in a similar EA, or Office Manager role is a must.
- Proven experience with Microsoft suite, Hub Spot, and database management.
- Proven time management, organisational and national and international travel logistics skills.
- Proficiency in English, high levels of verbal and written communication skills.
- Proven ability to remain focused and productive under pressure.
- Proven ability to deliver high quality, error free work, communication and reporting.
- Proven ability to follow organisational procedures, whilst developing more.
- Preferable skills in InDesign, and use of Mac devices.

Our proactive, self-driven approach

Many doors are open to you in the Langley Group companies. With us, you have the opportunity to work in special interest areas, grow your resilience alongside industry experts, and dynamically influence organisations and people throughout the world. We ask that you take a lead in your success, we love a proactive approach, well thought out initiative and innovation. We continually improve as we grow.

In this role we are looking for personal attributes such as emotional awareness, be a resolver and solver, to be centered and self-confident, and to really enjoy supporting others.

Values in Action and Key Outcomes

Values in action

Our values guide our behaviour and actions. At the Langley Group, values are translated to actual outcomes for every role.

At the Langley Group our team help develop the role portrait and the values in action for them every day!

Professionalism:

Intelligence:

Relationships:

Authenticity:

Zest:

Aesthetics:

Growth:

Key Outcomes

As part of the team promote LG programmes and products, provide exceptional service and peak performance in your role to ensure programme attendance and product sales grow by 15% per annum.

Maintains the CEO's and the Langley Group calendars and appointments by planning and scheduling meetings, conferences, teleconferences, and travel.

Scheduling considers wellbeing, and capacity of the team.

Conserves CEO's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analysing information and initiating telecommunications.

Cares for and is ready to go the extra mile to ensure CEO can deliver outstanding programmes, key notes and training to LG clients.

Represent the company and provide support at company events.

Be a conduit of information, ensure opportunities are passed on to the relevant team member.

Welcome guests and customers by greeting them in person or on the telephone as well as answering and/or directing inquiries.

Handle all relevant emails and respond to all phone calls within effective timeframes.

Maintain the company database with client information.

Work with the team to coordinate all elements of the planning and execution of functions and events.

Be the key liaison between clients and CEO regarding logistics.

Work with the team to prepare and print materials, like workbooks, proposals and corporate collateral for CEO and team when required.

Work with the team to implement office and organisational procedures for business improvement. The target is a reviewed process bi-monthly.

Other duties as directed by the CEO.

Seek feedback. Feedback responses, internal and external, show high or very high performance overall.

Manage and share knowledge by understanding LG services and processes, keeping job knowledge up to date with proactive self-development, participating in continual professional development both inside and outside the LG.

Report on progress to goals in your role weekly.

What's important to our team...

By understanding ourselves better, we have identified some things we find very important. These are outlined below;

Meaningful work: a clear understanding of how the little things we do every day, make ripples of positive effect.

Autonomy: a feeling of high mutual trust and autonomy are realised with operational frameworks that support clarity, team work, and efficiency.

Wellbeing: in our workplace, we have an authentic understanding, respect and value for whole person wellbeing.

My Team: we are not afraid to put the Langley Group team members first, by caring, recognising individual strengths, being active communicators and having fun!

The Vision and Values: our vision, values, purpose and goals form our strategic framework and the work we each do has a clear line of site to delivering our vision!