



Job Description

Executive Assistant to Chief Executive

Hours:	Full time - 37 hours per week
Grade:	Grade 3 (upper) inc. Inner London Weighting
Service:	Chief Executive's Office
Location:	Head Office, Angel
Reports to:	Chief Executive
Direct Reports:	Receptionist Deputy Director Administrator

The Role and the Person

To provide administrative and organisational support to the CEO including diary and day-to-day office management, meetings, events and travel arrangements as well as ad hoc project work. This includes being the first contact for callers/visitors, liaising with trustees, colleagues and other staff across the organisation, and using initiative to deal with matters as they arise.

Ability to work under pressure, exceptional resilience, a calm approach and a sense of humour will all help to provide the blend of personal attributes that this role requires.

Principal Accountabilities

1. Acting as the first point of contact for the CEO, providing an excellent resource of support to the CEO in a busy and fast paced environment.
2. Managing a quick changing and complex diary ensuring the CEO has all necessary papers and briefings, as required.
3. Managing all communications into the CEO's office, including calls, personal enquiries and using discretion to respond directly as required.
4. Rapid and accurate agenda and minute production of weekly Executive Group and monthly Senior Leadership Group meetings and subsequent following up of all actions.

5. Drafting correspondence, reports and presentations on behalf of the CEO ensuring they are in line with the Family Action brand guidelines.
6. Booking of all travel and accommodation requirements and setting up all webex or telephone conference meetings, as required.
7. Maintaining electronic and paper filing systems.
8. Completing credit card returns, submitting expenses and invoices for CEO office.
9. Plan quarterly Executive Group away days and annual Senior Leadership Residential.
10. Setting up meetings and travel on an ad hoc basis for Directors.

Governance Support

Assisting the CEO and Chair on governance matters that include:

1. Preparation and distribution of Trustee Board and committee papers and rapid and accurate minuting of meetings, following up on actions with individuals as required.
2. Maintenance of a Trustee Induction pack ensuring documentation is kept up to date.
3. Supporting the General Counsel and Director of Finance in processing annual statutory filings to the Charities Commission and Companies House.
4. Drafting the annual calendar of Board and committee meetings.
5. Acting as a first point of contact for Trustees, including organising and monitoring service visits.
6. Plan and organise Trustee related events

General

1. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
2. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
3. To work flexibly as may be required by the needs of the organisation and carry out any other reasonable duties as required.

4. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.



Person specification

Executive Assistant to the Chief Executive

1. Previous experience of working in an EA capacity for a senior manager and handling sensitive and confidential information in a discrete manner.
2. Educated to degree level, or equivalent.
3. An excellent working knowledge of Microsoft packages.
4. Demonstrable experience of minute taking at a senior corporate level.
5. Exceptional verbal and written communication skills with strong interpersonal skills and excellent attention to detail.
6. Proven experience of supervising and mentoring staff.
7. Be highly motivated and have experience in prioritising your own workload and meeting deadlines.
8. Experience in planning and arranging meetings, small scale events and travel.
9. Experience in setting up and maintaining administration systems.
10. Experience of choosing the best strategy to solve a problem, including the ability to carry out research to find solutions to problems.
11. Experience of loading/editing on an internal intranet (desirable).
12. Ability to liaise and effectively communicate with external and internal stakeholders at all levels.
13. A track record of success in ensuring that relevant information is exchanged with external and internal stakeholders regularly and on time.
14. Experience in responding promptly and sensitively to internal and external colleagues.
15. Experience of participating in and making a positive contribution to a team.

16. Respect and reflect Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- a) Being **people** focused
- b) Reflecting a '**can do**' approach
- c) Striving for **excellence** in everything we do
- d) Having **mutual respect** for everyone we work with, work for and support through our service