

JOB DESCRIPTION

Job Title: Executive Assistant

Department: Chief Executive's Office

Reporting to: Chief Executive

Location: Head Office and Home (Hybrid working)

PURPOSE OF ROLE:

To provide a professional, dedicated and highly efficient executive support service to the Chief Executive and Board of Trustees. The scope of the role demands excellent customer service, administration skills, project management, event planning and hosting associated with the Chief Executive's Office.

MAIN DUTIES AND RESPONSIBILITIES

- Provide a dedicated admin service to the Chief Executive, to include complex diary management, routine correspondence, preparing reports and handling general enquiries when appropriate.
- Ensure the Chief Executive is fully briefed, prepared and supported to carry out their duties; including gathering information, preparing briefs and producing high quality presentations.
- Lead, plan and deliver specific small-scale projects as directed by the Chief Executive, to include co-ordinating and supervising project teams, monitoring and reporting progress, escalating any issues along with potential solutions, as needed.
- Provide general assistance to other members of the Leadership team to support the overall delivery of the organisational strategy, including diary management, preparing briefings and planning/facilitating functions, meetings and events.
- Organise and attend meetings for the CEO and Leadership team including taking minutes and ensuring the Managers are well briefed.
- Organise and attend external meetings including with key and high profile/influential stakeholders.
- Schedule and coordinate Board and Committee meetings, assist in the preparation of agendas, documents and presentations, collation and circulation of papers, minute-taking and distribution of minutes.
- Communicate and liaise with the Chair of the Board and trustees as and when required.
- Work with the Chief Executive and Director of Finance and Operations to create and maintain a 'Board Manual' to include high level Terms of Reference points for Committees, matters reserved for the Board, induction, training programmes, role descriptions etc.
- Maintain individual personnel files and administration for each Board member to include terms of office, declaration forms, skills audit, register of interest, record of training received etc.
- Support the recruitment and induction of Trustees.

- Support the Chief Executive in the planning, budgeting and hosting of events linked to the Chief Executive's office.
- Deal with sensitive and confidential proposals/reports/matters professionally maintaining confidentiality at all times.
- Responsible for building and maintaining excellent internal and external stakeholder/customer relationships as the Chief Executive's ambassador.
- Devise and maintain office systems within both the CEO Office and centralised administrative function to ensure a highly efficient and effective service provision.
- Act as Complaints Coordinator for the Charity, collating and reporting data through our monthly management reporting to the Leadership Team and Trustees, and provide guidance when required to resolve issues raised.
- Work closely with and support the Centralised Administration Manager as required on the review and development of processes and procedures to improve efficiency and productivity across the organisation and support the centralised administration team, as required.
- Maintain effective communication links with other members of the administrative network within the Charity in order to ensure consistency of information and to review, facilitate and share good practice.

Prepared by:

Date Prepared:

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Demonstrable experience of working in a similar PA/ administrative/ secretarial role, in a fast paced environment	●	
Experience of working and providing support at a Board and Chief Executive level		●
Excellent customer service experience both face to face, over the telephone and in written communication	●	
Understanding of the voluntary sector and working with volunteers		●
Experience of undertaking and delivering specific projects	●	
Experience of planning and hosting events		●
Experience of working to budgets		●
Demonstrable IT experience i.e. Microsoft office packages such as Word, Excel, PowerPoint	●	
Experience of dealing with high levels of change	●	
Ability to resolve issues/problems using initiative and creativity; identifying and proposing both practical and innovative solutions.	●	
Experience of recruitment & induction		●
Experience of working with a wide range of internal and external stakeholders	●	
Experience of handling sensitive and confidential information	●	
Skills		
Excellent inter-personal and communication skills	●	
Highly organised, self-motivated with the personal drive to complete multiple tasks to required timescales and standards	●	
Ability to prioritise own work.	●	
Ability to work independently and use own initiative	●	
Flexible and adaptable to change with a resilient attitude	●	
Strong attention to detail	●	
Positive ability to approach problems in a logical way to find solutions	●	
Good networking skills and ability to build and sustain strong relationships with a diverse range of people	●	
Ability to show tact and discretion in relation to sensitive /confidential information.	●	
Ability to speak Welsh or commitment to learning		●

