

JOB DESCRIPTION



Executive Assistant to Chief Executive Officer

1. JOB DETAILS

Job Title:	Executive Assistant to Chief Executive Officer
Department:	Chief Executive's Office
Location:	Head Office
Band:	6
Status:	As per contract
Hours:	As per contract
Reporting to:	Chief Executive Officer

2. OVERALL PURPOSE

- Responsible for providing an efficient, confidential and comprehensive secretarial and administrative service to the CEO, ensuring the effective organisation of commitments across their range of duties. This involves liaison with staff at all levels, departments within the Charity, Trustees and external agencies such as the MOD, NHS and other stakeholders and partners.
- To provide necessary support to the CEO in her day to day work as well as with the delivery of strategic objectives and research work of the Charity.
- Be accountable for assigned administrative procedures and specific work projects. This includes the effective administration of the monthly Executive Director Meeting including collating papers, managing agendas and taking minutes.

3. KEY RESPONSIBILITIES

- Provide a first-class, efficient and effective EA service to the Chief Executive such that they are able to focus on their key responsibilities.
- Working in a professional manner maintaining diplomacy and confidentiality throughout the performance of the role, in particular when dealing with highly sensitive or contentious information.
- To identify, propose solutions for and, as directed, with others, implement business best practice across the totality of the Charity.
- Utilise persuasion and negotiating skills, particularly when required to obtain cooperation from others in order to meet deadlines, to ensure a consistent flow of information to and from the CEO's office, potentially communicating with staff at all levels within the organisation and external stakeholders in doing so.
- Create and maintain effective working relationships, internal and external, at all levels with Trustees, NHS, MOD, private and charitable organisations, locally and nationally, and other shareholders and partners.

Analytical and Judgemental

- Manage a diverse workload efficiently and effectively in order to provide a comprehensive and high-quality EA service to the CEO to the agreed standard.
- Manage and prioritise all incoming and outgoing correspondence both physical and electronic, demonstrating high levels of discretion and confidentiality, responding to same as instructed in CEO's absence from the office.
- Maintain and manage the CEO's diary appointments and time, and ensure that appropriate travel arrangements are made and papers are available.
- Research and provide background information for each meeting as appropriate.
- Identify and collate information from a range of sources to assist the CEO effectively to ensure deadlines are met.

Planning and Organisation

- Be responsible for high level co-ordination of formal and complex meetings, initiate/produce documentation for meetings and key stakeholders. Be responsible for producing agendas and papers, taking formal and informal minutes and/or action notes as requested.
- Assist the CEO in day to day organisational and high-level issues including dealing with enquiries and queries from members of the general public, members of staff and stakeholders, exercising initiative as necessary when dealing with these enquiries.
- Ensure that new Director's inductions are in place (organising equipment, arranging introductory meetings with key staff).
- Co-ordinate the organisation of an annual Staff Conference and Senior Manager Away Days
- Organisation of Treatment Centre and Head Office staff events.
- Create and manage annual leave charts for Directors, Managers and EAs.
- Manage and update the Duty Director Roster, planning and circulating timetable and using the online system to divert to the generic telephone service every Monday.
- Oversee key projects using the Sharepoint system, pulling off reports for key meetings and prompting project leads for their updates.
- Manage and coordinate corporate strategies alongside management

Secretarial

- Work with the Directors and other EAs to achieve high standards of administrative support and action across the Head Office function.
- Provide the full range of secretarial procedures, demonstrating comprehensive skills and knowledge in relation to software programmes, through practical experience and other secretarial qualifications.
- Receive incoming post, telephone calls and email correspondence on behalf of the CEO, screen and act on own initiative, using tact and discretion as necessary, taking messages and/or re-directing as appropriate, including timely alerts to the CEO of any urgent issues that are vital, as is the requirement to deal sensitively and helpfully with individuals, stakeholders and partners.
- Create documents and presentations, in accordance with corporate standards, of a high standard, as and when necessary for Board meetings, Board Sub-Committees, organisation groups, partner agencies, etc as required.
- Organise meeting rooms for meetings, setting up/clearing away refreshments, installing presentations on projector, organising video conferencing/skype equipment as required. Meeting and greeting visitors and ensuring they are catered for.

Managerial support

- Complete all necessary returns on behalf of the CEO on a monthly basis (e.g. expenses).

- To undertake any other responsibilities or tasks that the CEO believes is necessary for the effective running of the CEO office.
- Hold and chair monthly EA meetings to ensure that Directors offices are run smoothly and efficiently.
- Oversee CEO's Management Accounts; attend monthly Management Account meetings with Management Accountant and Head of Finance.

Freedom to act

- To work independently on a day to day basis in accordance with the Charity's policies and procedures, working within own initiative, prioritising own workload.
- Be responsible for own areas of work ensuring that work is prioritised in order to meet deadlines set by the Charity or key stakeholders alike.

4. KEY RELATIONSHIPS

- Board of Trustees
- Board of Directors
- Head of Communications
- Assistant Company Secretary
- External stakeholders

5. RISK MANAGEMENT

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

As an employee of Combat Stress you are required to be risk aware, readily able to identify risks faced by you and by Combat Stress in the course of your day-to-day employment. Where a new risk is identified it is to be reported through your line manager.

We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.

Signature – Job Holder

Date

Signature – Line Manager

Date

Reviewed/created: March 2018

Next review date: March 2019