

Job Description

Job Title:	Executive Assistant
Location:	Head Office 16 New Walk Leicester LE1 6TF
Responsible to:	Chief Executive

Purpose of Job

To provide proactive and effective support to the Chief Executive, Directors and Board of Trustees.

To manage and coordinate the smooth day-to-day running of the charity, especially our main office, and manage relationships with key suppliers of goods and services.

Main Responsibilities:

- 2.1 To coordinate and proactively **support our senior team** both in day-to-day tasks (such as diary management, admin, etc.) and the delivery of projects and task-and-finish groups.
- 2.2 To lead on and **manage the delivery of our 'points of contact'**; ensuring that people who get in touch with Vista, whether by phone, email, post or other message forms, get a timely, accurate, friendly and helpful response.
- 2.3 To work with our Facilities Manager and Marketing team to **ensure that our offices and other work environments are not only well maintained, but effectively reflect our values and brand.**
- 2.4 To **provide administrative support to our Board of Trustees** and coordinate the scheduling, preparation for and recording of board and committee meetings. Ensure that accurate minutes are kept and available, supported by action and decision logs.
- 2.5 To support **key areas of work**, either directly as project lead or by actively supporting another designated lead to help them succeed whether through specific actions, small scale task-and-finish groups or our large scale and ambitious capital build.

2.6 To **coordinate and manage internal events.**

2.7 To support the induction and on-boarding process for new staff and volunteers.

Key Activities

- **Supporting our Board**

- Organise and schedule internal governance meetings, ensuring that committee and board meetings are arranged in a timely way to allow for the flow of reporting and risk escalation.
- Provide administrative support to Trustees, including preparing and distributing relevant documentation and information and ensuring accurate record keeping
- Coordinate across the Chairman, Treasurer, CEO and key Directors to ensure that all regulatory requirements are fulfilled in a timely way
- Support recruitment and induction for new trustees

- **Supporting our CEO and Directors**

- Co-ordinate diaries to schedule meetings across Directors, Trustees, Managers and key external partners.
- Prepare meeting agendas, collate papers, perform research for meetings and ensure clear records are kept of formal meetings including decisions and actions.
- Provide the CEO in particular with direct assistance including administrative support, work planning, document handling, relationship management and correspondence.
- Work with the Director of Care and Services to coordinate our complaints handling processes and provide support for the investigation of specific cases.

- **Managing our office(s) and supporting our team**
 - Plan, co-ordinate and, where necessary, manage internal and external meetings and events including conferences and training events
 - Manage and actively develop volunteers to support key areas of the charity's day-to-day operation
 - Oversee and ensure the smooth running of the central office and coordinate across our facilities and locations to support consistency and quality
 - Manage and seek to continuously improve our 'points of contact' (including telephones, emails, postal deliveries and visitors); ensuring that the people who get in touch with Vista get a timely, accurate and friendly response
 - Generate, support and distribute internal communications to staff and volunteers
 - Support the onboarding and induction of new starters to Vista, especially those working at or from our main office.
 - Prepare and deliver monthly reports as required and put systems in place to ensure that both internal and external reports are prepared and delivered in a timely way.
 - Coordinate with colleagues to arrange holiday cover and provide mutual support across directorates and teams.
- Champion Vista's Values.

Prepared by: SH

Revised: 03/2022

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character or level of responsibility entailed. Such variations are common occurrences and cannot in themselves justify a reconsideration of the grading of the post.

Person Specification

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>	<u>How Identified</u> (e.g. application, interview, test)
Qualifications & Training	<p>GCSE or equivalent English</p> <p>GCSE or equivalent Maths</p> <p>Evidence of continuous professional development</p>	<p>Additional qualifications in a relevant subject area</p> <p>Some sort of certification (any level) for some sort of hobby or interest</p>	<u>Application and Interview</u>
Experience & Knowledge	<p>Significant experience in similar role</p> <p>Proven experience of supporting others to succeed</p> <p>Office 365 & Share Point</p> <p>Experience of handling complaints</p> <p>Experience of 1:1 training and supporting colleagues</p>	<p>Experience of supporting internal governance processes and systems</p> <p>Charity Log or other CRM system</p> <p>Familiar with project management techniques</p> <p>Experience in charity/NFP sector</p> <p>Experience of managing and supporting volunteers</p>	Application, Interview and Test

		Experience of managing relationships with providers/suppliers	
Skills & Abilities	<p>Excellent interpersonal skills</p> <p>Excellent written and oral communication skills, tailored to different audiences</p> <p>Ability to work under pressure and meet deadlines</p> <p>Good organisational and time management skills, including supporting others to deliver</p> <p>Ability to prioritise, adapt and work on own initiative</p> <p>Experience of supporting people to succeed</p> <p>Attention to detail</p>		Application, Interview and Test
Personal Qualities	<p>Honest, reliable and trustworthy</p> <p>Discreet and understands confidentiality</p> <p>Empathy for the experiences of</p>		Application, Interview and Test

	<p>people affected by disabilities</p> <p>Flexible and proactive</p> <p>Patient, tactful and diplomatic</p> <p>Unflappable and solutions-focused</p> <p>Personal commitment to making a difference</p>		
Other			