



Executive & Administrative Assistant

Candidate Brief

January 2025 | Reference EAA01/25

About us

The Nuffield Trust is an independent health think tank. We aim to improve the quality of health care and health policy in the UK by providing evidence-based research and policy analysis and informing and generating debate.

Vision

We want to help achieve a high-quality health and social care system that improves the health and care of people in the UK.

We set out to do this by:

- improving the evidence base that leads to better care by undertaking rigorous applied research and policy analysis
- using our independence to provide expert commentary, analysis and scrutiny of policy and practice
- bringing together policymakers, practitioners and others to develop solutions to the challenges facing the health and social care system.

We are grounded in the practical implications of policymaking, working closely with NHS staff and policymakers to identify solutions. Above all, we aim to be a trusted and respected voice at a time of unprecedented challenge to the NHS and social care system.

In everything we do, we strive to be:

- Independent and free from vested interests.
- Rigorous, robust and evidence-based in the work we undertake.
- Relevant, supportive but also challenging when we need to be.
- Open and engaging with all those we come into contact with.
- An organisation that makes a difference to the quality of policymaking and practice in the UK.

Our work programme

Our work programme focuses on a range of core topic areas, all of which are crucial to the long-term sustainability of health and care in the UK.

Our work programme is constantly evolving to keep pace with the changing policy environment, and our assessment of where our skills and knowledge could make a real difference to policy and the lives of patients, the public, and those who deliver health

and care services. Our communications team plays a central role in promoting our expertise on how health and social care services have been affected, whether through media opportunities, events, digital content or public affairs activities.

Our organisation

The Nuffield Trust has 45 employees and an annual income of around £4 million generated from our endowment and externally funded work.

Our website (www.nuffieldtrust.org.uk) contains details of the range and depth of our research, policy and commentary work.

Values

In 2024, we worked with staff to create a new set of internal working values that guide our approach to our work, our colleagues and our partners.

We are Bold

- We are not afraid to challenge the orthodox view or talk truth to power when we see the opportunity to advance thinking and improve health and health care for people living in the UK.
- We recognise where we can add value but are also not afraid to say what we don't know or that don't have all the answers.

We combine Rigour and Responsiveness to achieve impact

- We aim to address real world problems and think critically about how best to use evidence to inform policy solutions and support meaningful changes in the health and care system and people it serves.
- We take pride in our expertise and set high standards for ourselves and our work and always strive for excellence.
- We keep abreast of the latest methods and knowledge while opening our work to scrutiny to learn how we can improve.

We are Inclusive

- We welcome everyone to contribute to discussions, regardless of role and position, and respect that people have different ways of contributing and offer different strengths and skills.
- We recognise that people hold different levels of power and privilege and take steps to treat everyone fairly and create equitable opportunities to avoid perpetuating structural inequalities.
- We actively listen to one another and acknowledge each other's ideas, championing or challenging in a constructive, supportive manner.

We are Curious

- We try to ask the questions we think are not getting enough attention in the mainstream, and challenge group think whenever we can.
- We welcome constructive feedback when formulating our own ideas and viewpoints to help us see multiple sides of an issue.
- We embrace a growth mindset through continuous learning and training to unlock our full potential and make a lasting impact.

We are Kind

- We check in on each other and are friendly, approachable and accessible in our work.
- Our default position is to be respectful, helpful and supportive.
- We respect one another and prioritise people's health and wellbeing over results.

Job Description

Purpose

We are recruiting a new Executive & Administrative Assistant at the Nuffield Trust. This pivotal position is primarily based within our Research & Policy team but also plays a crucial role in supporting the Chief Executive and contributing to wider operational projects across the Trust. The ideal candidate will be a proactive and organised individual with a keen eye for detail.

Exceptional diary and logistical management skills will be key for success in this role. You should have prior experience in an administrative or team coordinator role. More importantly, you will possess excellent attention to detail, problem-solving abilities, and strong interpersonal skills, allowing you to provide seamless coordination and support to a range of colleagues.

This role offers valuable experience for a developing administrative professional, providing comprehensive support in a dynamic health and social policy environment. In this position you will have a unique opportunity to work with senior leadership and make a significant impact to the delivery of our work. If you're eager to develop your skills and grow in a supportive and impactful environment, we encourage you to apply.

Main responsibilities

Provide support to the Research & Policy team

- Administrative support, including:
 - comprehensive diary management for the Director of Research & Policy
 - ad hoc diary support for the Deputy Directors of Research and Policy and other members of the team where required
 - book travel, accommodation, conference registration and visas where required
 - file individual expense claims on behalf of the Research & Policy Team; complete monthly credit card reconciliation(s).
- Organise and support relevant internal meetings and a regular programme of 'Brown Bag' lunch meetings.
 - Examples include any of the following: agree dates; draft agendas; arrange room bookings and prepare rooms; update visitor logs; liaise with speakers and attendees; facilitate virtual attendance during meetings; take notes; manage actions.
- Project support, including:
 - organise a range of external meetings (e.g. workshops, interviews, advisory panels etc)

- proofread and format documents, presentations and reports as required, including collating appendices and supporting materials
- set up, maintain and develop electronic filing systems, including stakeholder information and distribution lists.

Work with the Governance Business Partner to support the Chief Executive

- Diary support including scheduling 1:1 / small group internal and external meetings.
- Process expense claims and complete monthly credit card reconciliation(s).
- Maintain a log of key speaking engagements; provide speaker information to organisers; format and share presentations.
- General administrative tasks, including organising digital and physical files, printing resources, greeting visitors on site.

Work with the Operations Team to provide general support across the Nuffield Trust

- Answer incoming telephone calls, triage queries and/or direct them to relevant individuals.
- Answer the remote door entry system, guiding visitors and suppliers as appropriate.
- Manage relevant generic email inboxes and calendars (including checking meeting rooms have been correctly booked and ensuring there are no conflicts).
- Provide basic technical and logistical support to on-site staff and visitors.

Contribute to the Trust's values

- Uphold the ethos of the Nuffield Trust, demonstrating a commitment to our principles of objectivity and equal opportunities.
- Understand and apply the principles of information governance and abide by Nuffield Trust policies.
- Undertake any other duties which may reasonably be required in furtherance of the objectives of the Trust.

Person Specification

Key Experience

- Experience of working calmly under pressure and to tight deadlines.
- Evidence of excellent interpersonal skills, with the ability to build good working relationships with people at all levels of seniority.
- Evidence of strong IT skills, including experience with business software like Microsoft Office, particularly Microsoft Outlook.
- Experience of working in a team assistant / administrative role.

Skills and abilities

- Self-motivated and capable of working autonomously, with the ability to recognise when to seek guidance or support.
- Excellent attention to detail, with the ability to identify and fix errors within work.
- Excellent organisational skills, with the ability to plan and prioritise multiple tasks effectively.
- Able to communicate information and ideas clearly and simply, with a variety of people, both verbally and in writing.
- A creative thinker who looks for opportunities to improve the way things are done and can demonstrate a high level of initiative.
- Good level of general numeracy.
- Strong professional integrity, with a clear understanding of the importance of maintaining confidentiality.
- A commitment to diversity, equity and inclusion in line with the Trust's values, and ambitions for progression in this area.
- A strong commitment to learning and developing and enthusiasm to learn new skills.

Desirable experience

- Experience of working in an academic/research/health or third sector (charitable) organisation.

All staff are required to work within Nuffield Trust's policies, ensuring these are carried out in relation to the job, e.g., Confidentiality; Data Protection; and Diversity, Equity & Inclusion.

All staff may be asked to undertake other duties and responsibilities appropriate to their level, as determined by their Line Manager, on an occasional basis.

This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

Health and Safety

Employees of the Trust are required to be aware of, and observe fully, the employee duties under the Health and Safety at Work Act and to observe all Nuffield Trust policies related to health and safety and risk management.

Data Protection

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under Data Protection Legislation or an action for civil damages under the same Legislation in addition to any disciplinary action taken by the Trust, which might include dismissal.

Diversity, Equity and Inclusion

The Nuffield Trust is committed to ensuring equity for its employees and job applicants and will value and respect their diversity. We recognise that everyone has a contribution to make, and we aim to ensure that all staff, Trustees, volunteers, organisations and individuals with whom we have contact will be treated fairly and in an unbiased way. The Nuffield Trust is committed to actively promoting equity and diversity and will work to address unfair treatment, discrimination and prejudice where found within the workplace and in its work. We will work within the current legislative framework to promote best practice. This includes making every effort to accommodate reasonable adjustments needed to support people with their work.

To ensure the continued development of equity and diversity, all applicants are asked to provide information about how they identify themselves as part of the application process. You are not obliged to answer the questions, however, the more information you supply, the more effective our monitoring will be. If you choose not to answer any or all of the questions, it will not affect your application. Any information you do supply is kept strictly confidential and will be used solely for monitoring purposes. The selection panel will not see this information.

You are encouraged to communicate any reasonable adjustments we can make to support your application.

Benefits

The Trust offers a competitive benefits package including a defined contribution pension scheme (with 14% employer contribution), death in service insurance, and an Employee Assistance Programme. Eligible employees also have access to a number of other benefits including interest-free travel loans, a cycle to work scheme, and enhanced maternity, paternity and parental leave pay.

Annual leave is 28 days per year. This rises to 30 days per year on completion of 5 years' service with the Trust. All Annual leave is calculated pro rata for part-time positions.

The Trust also encourages personal development and training programmes for all employees.

Hybrid working

We operate a hybrid working policy which supports a mix of office and remote working. We anticipate most employees will spend at least 40-50% of their working time in the office. The number of days per week you are expected in the office will vary dependent on multiple factors.

- The nature of your role.
- What is happening within your role and team at any particular time.
- The needs of the Trust.
- Your individual circumstances.

Due to the nature of this role, we expect 50-60% attendance in the office (2-3 days per week) to assist with relevant on-site activities.

Terms of Appointment

This is a full time (35 hours per week) permanent appointment based in London. Flexi-time is available to all staff and further flexible working requests, including part time working (minimum four days/week), will be considered.

The remuneration for this position is £30,250 (pro rata if part time) per year.

The appointment will be subject to receipt of two satisfactory references and evidence of the right to work in the UK.

Application and Selection Process

Candidates wishing to apply should submit a detailed CV and complete the Trust's Application Form via the online web portal. Access this from: [Jobs and opportunities | Nuffield Trust](#)

Any queries should be directed to recruitment@nuffieldtrust.org.uk

The closing date for applications is **23:59 on Thursday 13 February**.

Shortlisted candidates will be invited to interview on **Tuesday 25th February**.

Nuffield Trust is an independent health charity. We aim to improve the quality of health care in the UK by providing evidence-based research and policy analysis and informing and generating debate.

 For more information about Nuffield Trust, including details of our latest research and analysis, please visit www.nuffieldtrust.org.uk

 Subscribe to our newsletter: www.nuffieldtrust.org.uk/newsletter-signup

 Follow us on Twitter/X: x.com/NuffieldTrust

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