

**Carers
First**



**Candidate Pack
Executive Assistant**

Welcome

Thank you for your interest in working for Carers First as our next Executive Assistant.

This is a Permanent role

You will be joining a charity that has a new ambitious three-year strategy to grow our reach, support and impact for carers, working in collaboration and partnership with a range of statutory, voluntary and commercial organisations.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Kelly Rust
Chief Executive



About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £184 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



Our values

We are:

Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support, so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
 - Reach out to all sections of the community.
 - Provide a working environment in which everyone feels valued, respected and able to contribute.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

Our strategy 2024-2027

Our three-year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact for carers.

Strategic Objectives

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
3. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our support and services are designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

How we work

We support young carers, young adult carers and adult carers throughout England with our comprehensive online offer including information, advice and guidance, tools, resources and training, as well as through our vibrant online peer support communities.

We also deliver locally commissioned services in Lincolnshire, Essex, Medway, Southend and in four London Boroughs.



We offer a range of support options for carers to access in ways that work best for them:

- **Face-to-Face Support:** Available both one-to-one and in group settings, providing personalised and community-based assistance.
- **Online Support:** Accessible resources and virtual sessions to ensure carers can connect with us anytime, anywhere.
- **Dedicated Helpline:** A trusted source of advice, guidance, and a listening ear for carers navigating their journey.
- **Extensive Online Resources:** Comprehensive and easy-to-use tools, guides, and information to empower carers with knowledge and confidence.
- **Collaborative Partnerships:** Working with organisations and communities to provide a seamless network of support tailored to carers' needs.

Our impact and reach

Carers First Impact Framework sets out our Theory of Change and the measures and tools we use to understand the outputs, outcomes and impact of the support we provide.

Last year, we reached over 330,000 people to provide information about caring and 51,000 carers are registered with us to receive information and support.

In numbers

- 96% of carers felt more resilient in their caring role after our support.
- 95% of carers felt listened to and that their own needs were taken into account through our interventions.
- 93% of carers felt more confident and informed in their caring role after our support.





Join

our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

The role

Job Title:	Executive Assistant
Salary range:	£27,772 to £33,944 per annum.
Contract:	Permanent
Hours:	37-hours per week
Location:	Home-based, with travel to London and Strood (Kent) or other service areas approximately 2-3 times per month.

Job Description

Job title: **Executive Assistant**

Reports to: **Chief Executive**

Purpose of the role: To provide proactive administrative support to the Chief Executive and Trustee board and support the organisation, coordination and tracking of key priorities and projects.

Job Overview

The Executive Assistant will:

1. Provide proactive administrative and diary management support to Chief Executive.
2. Support governance planning and act as a secretariat to the Board and Committees of the charity.
3. Undertake other support to assist with internal meetings, key projects and developments overseen by the Chief Executive, including helping to plan, coordinate and track progress across multiple activities and priorities.

Responsibilities and Duties

1. Provide proactive administrative and diary management support to Chief Executive.

- Arrange appointments, meetings and events on behalf of the Chief Executive, anticipating needs and helping manage priorities effectively.
- Provide concise, high-quality minutes of key internal, Governance and other stakeholder meetings as required, track and follow up on actions and helping ensure progress is maintained and highlighting any delays to the Chief Executive.
- Review and update core document templates; maintain and update online/paper filing systems and records ensuring documents are easy to access and up to date.
- Gather information, produce spreadsheets, presentations, plans and written reports with appropriate guidance.
- Produce and update the Business Planning Cycle, ensuring on behalf of the Chief Executive that all activities are addressed by the appropriate people within agreed timelines.
- Support the Chief Executive with the planning, development and reporting of the Three-Year Strategy and annual Operational Plan.
- Support with internal staff communications, regular updates and events helping ensure updates are clear, timely and well organised.

2. Support governance planning and act as a secretariat to the Board and Committees of the charity.

- Provide a high quality and reliable secretariat service to Trustees and Directors of the charity, ensuring the smooth and effective running of Board and Committee administration.
- Support the Chief Executive/ Company Secretary and Chairs of the Board/Committee in ensuring adherence to the charity's Governance Framework, support the planning and organisation of governance activity and meetings.
- Keep all governance documents up to date and ensure they are reviewed regularly, maintaining accurate records in line with established processes.
- Plan and arrange all Board and Committee meetings, work with the Chief Executive to collate and issue papers to agreed timelines. Provide concise, high-quality minutes of

meetings and an Action log, follow up to ensure actions are progressed and Forward Planners are maintained.

- Maintain Trustee records and minutes; support meeting regulatory obligations with guidance where needed.
- Administer annual skills survey, EDI audit and conflict declarations, collating and summarising results.
- Support trustee onboarding, including induction packs and coordination of meetings/training.

3. Undertake other support to assist with internal meetings, key projects and developments overseen by the Chief Executive.

- Schedule annual internal meetings in a timely way ensuring relevant staff are notified in advance.
- Circulate agendas and papers for SLT and Management Group meetings.
- Agree programme agenda items for Quarterly All Staff Meetings with the Chief Executive. Support with coordinating logistics, materials and feedback, and ensuring outcomes are shared.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible, and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual; it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

Person Specification

Education

Experience of working as an Executive Assistant, Board Secretary or comparable work, ideally within a charity.

Knowledge and Skills

- Ability to take concise, high-quality minutes in a timely manner, track and proactively follow up on actions at director/governance levels.
- Highly proficient in Microsoft Office Suite(Outlook, Word, Excel and Powerpoint), producing documents, spreadsheets and presentations to a high standard.
- Excellent written and verbal communication skills and the ability to communicate with a wide range of internal and external stakeholders and get the best from people.
- Strong organisational skills with the ability to manage multiple priorities and deadlines effectively.
- Experience of coordinating projects, tracking actions or supporting delivery plans/ forward planning.
- Ability to manage multiple priorities and adapt in a fast-moving environment.
- Desirable- some awareness of governance processes.
- Desirable- experience using digital or productivity tools (e.g. AI or collaboration tools) to improve efficiency.

Personal Qualities

- Tenacious, excellent attention to detail, good customer service, solutions focused and intellectual rigour.
- Ability to act with diplomacy and discretion and to safeguard confidential and sensitive information.
- Ability to demonstrate understanding of, and commitment to, the goals and values of the charity.
- Demonstrate a high level of professional credibility, integrity and emotional resilience.
- Proactive and willing to take initiative, with a positive approach to new challenges and problem solving.

Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact us at, recruitment@carersfirst.org.uk, and we will be happy to organise one of the Team to contact you.

Interview process

All successfully shortlisted candidates will be invited to two meetings:

Stage 1: An informal online meeting to discuss their application.

Stage 2: A face-to-face meeting with an interview panel. You may be required to do a presentation, and details will be provided in advance.

Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.

Office:

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