



## JOB DESCRIPTION

<b>Job title</b>	Senior Management Team Executive Assistant
<b>Salary</b>	£26,000
<b>Hours of work</b>	35 hours per week
<b>Accountable to</b>	CEO, but also supporting the Head of Community Programmes and the Business and Events Manager
<b>Responsible for</b>	N/A
<b>Liaison with</b>	All staff (particularly the Finance Officer), Board of Trustees, volunteers, room hire clients (commercial and community)
<b>Job purpose</b>	To provide administrative support to the CEO, Head of Community Programmes, and Business and Events Manager to ensure the smooth delivery of their respective projects and responsibilities

### Mission and vision

Our mission – to support and healthy and cohesive community in south Westminster by providing the space, services and opportunities to the people who need it most.

Our vision – a south Westminster community that feels healthier, happier and fully supported.

### Key responsibilities and accountabilities

#### 1) *Chief Executive Officer (CEO) support*

- Ensure all staff have up-to-date HR files (including contracts, job descriptions, DBS checks, personal details, evidence of training and qualifications, etc.) and setting up HR files for new staff
- Maintain a diary with deadlines for the end of probation periods, appraisal dates, etc. and send reminders to relevant managers, booking meetings where appropriate
- Oversee all administration around the recruitment of new staff, to include coordinating job descriptions, placing adverts, receiving applications, inviting candidates to interview and arranging dates and room availability, chasing references for successful candidates and completing other post-interview administration
- Coordinate the inductions of all new staff
- Maintain a register of all policies/procedures, with reminders for review and updating
- Manage the process to ensure all staff complete the annual “policy sign-up” sheet

- Coordinate all Trustee Board meetings to include getting dates in diaries, booking rooms and organising catering, sending reminders, distributing papers in advance, providing support at meetings, carrying out post meeting administration
- Coordinate staff annual leave requests and maintain an up-to-date diary by department
- Coordinate “leadership team” diaries to ensure sufficient cover at the Centre
- Respond to enquiries in the CEO’s absence
- Organise the annual Christmas party
- Research and coordinate opportunities to enhance staff welfare

## 2) *Head of Community Programmes (HCP) support*

- Provide the HCP with an overview of the community department’s weekly activities via a meeting
- Register for relevant community networks and mailing lists (council, funders, training, voluntary sector) and bring opportunities to the attention of the HCP
- Liaise with the Business and Events Manager to identify room hire clients that could provide strategic value to the community department (e.g. funding, influence, exposure, partnerships) and raise these with the HCP
- Coordinate south Westminster network meetings by being the point of contact, sending out invites, circulating agendas, taking minutes, carrying out post meeting administration
- Receive calendar invites and selected emails on behalf of the HCP, advise on availability, respond to simple requests, otherwise send holding responses
- Liaise with community department colleagues to collate a weekly internal bulletin

## 3) *Business and Events Manager (BEM) support*

- Provide reception cover at busy times when alternative staff or volunteers are not available
- Respond to room hire booking enquiries in the BEM’s absence, and send out relevant information
- Produce the weekly room hire catering sheets with clients’ requirements, check these with the catering team, and ensure any last-minute changes are picked up and actioned
- Produce the weekly room hire layout sheets, check these with the facilities team, and ensure any last-minute changes are picked up and actioned
- Meet room hire clients on site in the BEM’s absence
- Assist the catering team with menu information for both catering and the café
- Liaise with the BEM to produce a weekly update for all staff on room hire clients

## *Benefits*

- Subsidised lunch
- Interest-free season ticket loan/bicycle loan scheme

- 23 days annual leave (plus public & statutory holidays) – pro-rata
- Contributions of 6% of salary into stakeholder pension scheme, when matched by 3% personal contributions

### **Person specification**

*A minimum of two years' experience in a similar administrative role to include:*

- General administrative tasks such as filing (digital and hard copy), organising meetings, coordinating diaries, sending out correspondence, etc.
- Providing administration for meetings
- Diary management
- Liaising with and coordinating the work of colleagues, included those who are more senior
- Dealing with clients and the public in person, by phone and by email
- Writing short reports
- Meeting deadlines

*Skills and qualities:*

- Confident, but personable and friendly
- Understanding and commitment to delivering excellent customer care in a service environment.
- A good team player with flexible attitude and proven ability to work in a team
- Excellent written skills
- Excellent oral communication skills and the ability to communicate effectively at all levels
- Ability to work independently and determine own priorities with a minimum of supervision
- Excellent IT skills and experience of the Microsoft suite of office software
- Flexible approach to work, and able to deal with competing priorities
- Resilient and able to deal with pressure
- Accurate and efficient
- Ability to treat sensitive information professionally and in confidence

The post holder must be committed to the aims and objectives of the Abbey Centre and to supporting staff, volunteers and service users in line with these.

April 2024