

**JOB DESCRIPTION**

<b>Job Title</b>	Executive Assistant	<b>Competency Level</b>		2	
<b>Department</b>	CEO	<b>Site</b>	East Street		
<b>Salary</b>	£30,576 (pro-rata £24,461 for a 32-hour working week)	<b>Point</b>	7	<b>Grade</b>	C

**SECTION A: BASIC OBJECTIVES OF THE POST**

1. To provide proactive day to day support to the Chief Executive by delivering a high level of administrative and secretarial support, thus contributing to the smooth running of all YMCA Leicestershire’s operations both internal and external.
2. To support the Chief Executive in the day to day servicing of all relevant committees/meetings both internal and external including AGM, Board, Resources Committee, sub committees and any other meetings relevant to the role.
3. To assist the Chief Executive and Executive Team with the preparation of funding applications, official documents and key events.
4. Contribute to the overall development of YMCA Leicestershire, including playing a lead role in specific projects as agreed with the Chief Executive and Executive Team. These projects may cover the work of all departments within the organisation.
5. To work with the Chief Executive and Deputy Chief Executive on the procurement of legal, audit and insurance services.
6. General executive administration

**SECTION B: REPORTING TO**

**Name:** Paul Forrester-Brown  
**Position:** Chief Executive

**SECTION C: BACKGROUND INFORMATION FOR THE POST**

YMCA Leicestershire is a vibrant charity offering supported accommodation for young people aged 16 - 25, homelessness services, children’s residential care, sports facilities and The Y Theatre, Leicester’s oldest theatre.

YMCA Leicestershire is the largest voluntary sector provider of accommodation to single homeless young people within Leicester and over the last 10 years has delivered the Leicester City Council contract for delivery of accommodation-based housing related support for young people

Our vision is for every young person to have a safe place to call home and the support they need to create lasting change in their lives.

The Executive Assistants post was first created in November 2003 as a result of increased organisational activities resulting in a need for additional administrative support for the Chief Executive, Executive Team and Senior Managers. The post also plays a critical role in offering a high level of support to the Board.

**SECTION D: STAFF SUPERVISED**

- None

## SECTION E: DUTIES AND RESPONSIBILITIES

### 1. Description of main duties and responsibilities

**To provide proactive day to day support to the Chief Executive by delivering a high level of administrative and secretarial support, thus contributing to the smooth running of all YMCA Leicestershire's operations both internal and external.**

- Day to day administration/secretarial support to the Chief Executive, Board of Directors and Executive Team.
- Compose, sign on behalf of and distribute various correspondences for the Chief Executive and Executive Team.
- Set-up, develop and maintain effective and up to date filing systems.
- To deal with all correspondence internal and external including emails and telephone enquiries in the Chief Executive's absence.
- To provide support to all departments in relation to travel arrangements, accommodation and conference bookings.
- To manage and maintain existing databases and set up appropriate databases to meet the needs of the organisation.
- Manage the Chief Executive's and Executive Teams' diary engagements.
- To arrange schedules for and host visitors to the Chief Executive and Executive Team.
- To be responsible for the authorising of orders for staff.
- To take lead responsibility for all website enquiries and acting upon/directing them to the appropriate department in order to ensure appropriate responses.

**To support the Chief Executive in the day to day servicing of all relevant committees/meetings both internal and external including AGM, Board, Resources Committee, sub committees and any other meetings relevant to the role.**

- Liaising and co-ordinating meetings with relevant people e.g. Board officers, Architects/Consultant, External Contractors, Solicitors, Funders and Stakeholders
- Co-ordinating diaries; making catering arrangements; preparing agendas and ensuring timely distribution of papers
- Collating reports/papers
- Ensuring bi-monthly Link Trustee meetings are organised with the relevant managers and that records of these meetings are submitted to twice yearly Board meetings
- Attending meetings; committee, stakeholder and internal staff meetings
- Recording minutes of all meetings
- Producing and circulating monthly Trustee Briefing update
- Follow up and progress chase on action points as applicable
- Set dates annually for Board Committee meetings
- To be responsible for the administration relating to Trustee recruitment

**To assist the Chief Executive and Executive Team with the preparation of funding applications, official documents and key events.**

- To play a major role in the drafting of funding applications to include:
  - Typing of all applications
  - Collating supporting information
  - Ensuring effective delivery within deadlines
  - Completing monitoring/evaluation returns
- Business Plan
- Funders Return
- Annual Insurance Renewal
- Companies House - filing of Confirmation Statements, Director appointments/resignations
- Managing governance compliance through Charity Commission
- Health & Safety

**Contribute to the overall development of YMCA Leicestershire, including playing a lead role in specific projects as agreed with the Chief Executive and Executive Team. These projects may cover the work of all departments within the organisation.**

- To co-ordinate conferences and seminars including a programme for the day and provision of relevant information packs
- Preparation of Power Point presentations including the design and delivery of specific information to a range of audiences
- To be responsible for the submission and management of insurance claims
- Keep abreast of and investigate developments in digital marketing trends and best practice, making use of local & national network and contacts

**To work with the Chief Executive and Deputy Chief Executive on the procurement of legal, audit and insurance services, which will include;**

- The drafting of tender documents
- Researching potential suppliers
- Inviting suppliers to tender
- Carrying out due diligence checks
- Collating tender responses
- Coordinating tender consideration meetings
- Drafting tender reports and presentations to the relevant committee.

**General executive administration**

- Management of Blackbox vehicle tracking for organisation's vehicles
- To be responsible for the mobile telephone and WIFI contracts across all sites
- To update and circulate staff contact lists
- To be responsible for the delegation of staff NCP car parking permits

**To carry out any other duties that may arise from time to time and fall within the remit of the role.**

## **2. Functional Links**

### **List of the most important contacts necessary to carry out the role**

It is essential to maintain appropriate working links with Trustees, Executive Team, Senior Managers and all departmental colleagues of YMCA Leicestershire.

The Executive Assistant will also be working with a diverse group of external contacts including funders, solicitors, architects, community groups, businesses, partner agencies and staff from other organisations.

### **SECTION F: OTHER RELEVANT MATTERS**

The appointment requires the post holder to maintain confidentiality at all times and have a flexible approach to work.

There will be a requirement to work some unsocial hours, which includes evening work.

**PERSON SPECIFICATION**

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<b>Applicants will be required to evidence their ability to meet the following, through interview questions, supporting statement and CV content</b>		<b>Essential</b>	<b>Desirable</b>
<b>Competency Based</b>			
<b>1.</b>	<b>Customers and Communication</b> <ul style="list-style-type: none"> <li>• Excellent interpersonal skills with evidence of establishing and maintaining good working relationships with a variety of stakeholders.</li> <li>• Ability to maintain professional boundaries.</li> <li>• Ability to receive, understand and convey information effectively using skills in oral and written communication and presentation, including the ability to write reports and give presentations.</li> <li>• Analyse delivery of services and provides solutions to problems and ways to improve working processes</li> <li>• Is courteous, tactful, diplomatic and takes pride in delivering high quality services.</li> </ul>	 √  √ √  √  √	
<b>2.</b>	<b>Equality and Diversity</b> <ul style="list-style-type: none"> <li>• An understanding of and commitment to Equality and Diversity, and the ability to implement such a policy in all aspects of the work.</li> <li>• Builds trust and communicates respect for others</li> </ul>	 √  √	
<b>3.</b>	<b>Leadership</b> <ul style="list-style-type: none"> <li>• Sets, communicates and secures clear targets and resources</li> <li>• The ability to lead, support and motivate others</li> <li>• Ensures delegated work is monitored and completed appropriately</li> <li>• Creates a supportive environment in order to underpin successful working</li> <li>• Obtains and uses necessary information to make decisions</li> <li>• Demonstrates high personal standards as an example to others</li> <li>• Remains focussed when faced with competing demands</li> <li>• The ability to achieve performance through personal organisation, showing confidence in one’s skills, capability and judgement and self-control in stressful situations.</li> </ul>	 √ √ √ √ √ √ √ √ √	
<b>4.</b>	<b>Team Working</b> <ul style="list-style-type: none"> <li>• Able to work flexibly as part of a diverse team</li> <li>• Ability to motivate and inspire others, spending time thinking through issues and utilising skills to make them feel valued</li> <li>• Speaks positively of others and gives praise and credit when due and contributes to feedback where necessary</li> </ul>	 √ √  √	

	<ul style="list-style-type: none"> <li>• Able to work flexibly as part of a diverse team</li> <li>• Ability to obtain, organise &amp; present information in a logical manner – sufficient to develop other team members knowledge</li> <li>• Able to work as a key player within the team and positively contribute to team knowledge and development</li> <li>• Can work with others to ensure tasks are complete</li> <li>• Able to work to deadlines</li> <li>• Addresses conflicts or issues within the team in a timely, positive and confidential manner</li> <li>• Ability to work in synergy with other departments understanding what others need to know and keeping them informed</li> <li>• Networks effectively both internally and externally</li> <li>• Builds good relationships with others</li> </ul>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<b>5.</b>	<p><b>Working within Legal Frameworks</b></p> <ul style="list-style-type: none"> <li>• Ability to assess risk and take appropriate action</li> </ul> <p>To have received relevant training in the following areas:</p> <ul style="list-style-type: none"> <li>• Safeguarding</li> <li>• Data Protection</li> <li>• Equalities Act 2010</li> <li>• Health and Safety</li> <li>• Personal Safety</li> <li>• Codes of Conduct</li> <li>• First Aid</li> </ul>	<p>√</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>
<b>6.</b>	<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Promotes the need for change and acts as a role model for change</li> <li>• Positive, committed, adaptable, thorough and confident approach</li> <li>• Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care</li> <li>• Committed to diversity in service delivery and employment</li> <li>• Innovative and creative approach to service development and value</li> </ul>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<b>Job Specific</b>			
<b>7.</b>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Business Administration Level 2/3</li> <li>• Qualification in Word processing (e.g. CLAIT, IBT, RSA, ICT)</li> <li>• Numeracy &amp; Literacy Level 2</li> <li>• Secretarial Qualifications including RSA 111 typing (or equivalent)</li> </ul>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<b>8.</b>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Proven experience of secretarial and office administration at Executive/Board level</li> <li>• Demonstrable IT skills with extensive working knowledge and experience of all Microsoft Office programmes, in particular Word, Access, Excel, Outlook and PowerPoint</li> <li>• Ability to work professionally and courteously with a range of customers both internal and external to include, staff, volunteers, Trustees, funders, partner</li> </ul>	<p>√</p> <p>√</p> <p>√</p>	

	<p>organisations, and solicitors</p> <ul style="list-style-type: none"> <li>• Confidence to implement and follow through on deadlines and information with directors, managers, staff and Trustees</li> <li>• Understand the need for confidentiality and discretion at all times</li> <li>• To have a high level of honesty and integrity</li> <li>• Ability to produce written materials of a high standard, including minutes, reports, funding bids, letters and presentations, for a range of audiences</li> <li>• Ability to work independently, on own initiative as well as problem solve to a high degree</li> <li>• Ability to keep accurate records and information to validate work</li> <li>• Good time management skills, with ability to manage multiple priorities</li> </ul>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<b>9.</b>	<p><b>Driving Licence and Own Transport</b></p> <ul style="list-style-type: none"> <li>• Own car and current driving licence</li> </ul>	<p>√</p>	
<b>10.</b>	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• To work independently and on own initiative</li> <li>• Ability to monitor progress of work and make effective use of own time</li> <li>• Flexible approach to working times and willing to work weekend evenings, to reflect the needs of the organisation</li> </ul>	<p>√</p> <p>√</p> <p>√</p>	

**TERMS AND CONDITIONS**

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**1. Hours of Work**

32-hrs per week.  
Core working hours 10am to 4pm

**2. Annual Leave Entitlement**

6.6 Weeks including Bank Holidays

**3. Sick Pay Provision**

6 months – under 1 years’ service	1 week
1 year – under 3 years’ service	2 weeks
3 years – under 4 years’ service	4 weeks
4 years – under 6 years’ service	8 weeks
Over 6 years’ service	10 weeks

**4. Pension**

All employees are eligible to be a member of YMCA Leicestershire’s pension scheme

**5. Period of termination notice offered and required**

Two weeks’ notice during the six-month probation period, thereafter two calendar months. You are entitled to receive from the Association, no less than Statutory notice.

**6. Conditions of Employment**

The appointment is subject to YMCA Leicestershire receiving proof of eligibility to work in the United Kingdom, two satisfactory references, a clear criminal background check (DBS) and the satisfactory completion of a six-month probation period.



**GENERAL INFORMATION**

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**YMCA Leicestershire’s Vision, Mission and Values**

**Vision**

Our vision is for every young person to have a safe place to call home and the support they need to create lasting change in their lives.

**Mission**

Our mission is to create supportive and inspiring places where young people and communities can belong, contribute and thrive. We do this through housing, care, support, advice, skills for life, theatre and cultural activities.

**Values**

<b>We Welcome</b>	We work with kindness and integrity so that everyone can feel secure, respected and heard
<b>We Support</b>	We build trusting relationships and nurture personal strengths to help people find their path to independence
<b>We Empower</b>	We work alongside people to grow their skills and self-belief to enable them to thrive
<b>We Enrich</b>	We create inspiring activities that give people a sense of connection and wellbeing
<b>We Seek Out</b>	We look for opportunities to collaborate and make an impact in the communities we serve

**Scale & Impact**

- In order to fulfil this role, the person needs to be flexible and adaptable
- Actively participate in supervision, training and commitment to continued professional development
- To be tolerant of unusual and/or unsociable behaviour and have the ability to enforce clear boundaries when required
- YMCA Leicestershire is not responsible for paying travel expenses to and from work additionally YMCA Leicestershire does not operate a relocation policy

## Equal Opportunities/Valuing Diversity

- All employees are required to work towards actively and positively promoting the Equal Opportunities/Valuing Diversity Policy of YMCA Leicestershire. To advance YMCA Leicestershire ideology of the equal value of all persons and to appropriately challenge anyone who infringes upon the Equal Opportunities/Valuing Diversity Policy.

## Health & Safety

- As far as is practicable, employees are responsible for adhering to the Health and Safety requirements and shall not place themselves or any other member of staff, members of the public, volunteers or any other person in danger whilst at work.
- Employees should not interfere with or misuse any equipment provided for their use either contrary to any training you have received or any instructions given with equipment in the interests of health and safety. YMCA Leicestershire shall not be liable for any loss or injury caused by any such interference or misuse.

## Policies

- YMCA Leicestershire has 12 main policies (Absence, Communication, Compliance, Confidentiality, Domestic Abuse, Finance, Health, Menopause, Performance Pay & Reward, Quality Assurance, Recruitment, Safety). All employees are expected to familiarise themselves and work within these policies at all times.

## Safeguarding Children

- YMCA Leicestershire actively promotes a 'safeguarding children culture' within the organisation in line with the Children's Act 2004. As such each employee is expected to carry out their role and responsibility in relation to a child/children's or vulnerable adults' welfare. We are committed to ensuring that all employees are supported in respect of their safeguarding children or vulnerable adult duties.