

Finance and Corporate Services

Executive Assistant and Governance Officer

The job, in a nutshell

This role provides high-level administrative support to two Executive Leaders at Age UK, involving governance support and departmental coordination, as well as diary management, travel and financial support.

In addition, it provides full governance support to the Trustee Committees for which the relevant Executive Leaders are responsible. This includes preparation in advance of meetings and follow-up afterwards. The role plays a key part in ensuring smooth operations and effective communication between trustees, executive colleagues, and wider stakeholders.

www.ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

Our values

-  Collaborative
-  Ambitious
-  Impactful
-  Inclusive

Executive Assistant and Governance Officer

What you'll do for us:

Executive Support

- Manage diaries and schedule meetings for two Executive Leaders.
- Arrange domestic and international travel if required.
- Reconcile monthly credit card statements and submit expense claims.
- Liaise with the relevant Executive Directors to forward plan and set agendas, ensure papers are produced and shared in a timely fashion, and support the production of other documents as required.
- Organise team meetings and other events as required, coordinating topics, speakers, presentations, venues and technology.
- Support the recruitment and joining/leaving of staff, including liaising with D&T, alongside other staff management support such as approving holiday and other leave requests.
- Maintain office systems including electronic and filing, distribution lists, and spreadsheets.
- Manage interfaces with external stakeholders.
- Provide ad-hoc project support as required.
- Provide general administrative support for the broader division, such as arranging and capturing divisional meetings.

Governance & Committee Management

- Provide end-to-end support and oversight of committee cycles for the relevant Executive Leaders, including organising the meetings, venue booking, agenda planning, reviewing and collating individual papers into a cohesive deck, forward planning, minutes, tracking and following up on actions.
- Support the Senior Governance Manager with ensuring Committee structures fulfill Age UKs governance requirements.
- Work as part of a wider Executive support team that collectively supports the Committees and Trustees of Age UK, ensuring appropriate

Location

Hybrid/London

People management

Yes

Division

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alignment, and identifying dependencies and interconnections across Committees.

- Take minutes of Committee meetings using digital tools, transcription software and AI planning support.
- Coordinate all meetings and communications between Trustees and the Executive team, guided by the Executive Lead for that Committee.
- Maintain accurate records of Committee discussions, decisions and ensure compliance with governance documentation standards.
- Manage the forward planning of committee items and ensuring they fulfill their fiduciary responsibilities, working closely with the Compliance Manager.
- Support Senior Management Team meetings with setting agendas, minute taking, action tracking and follow up.
- Co-ordinate and update any onward reports from Committees and SLT meetings for the Board of Trustees after each Committee meeting.

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Must haves

The letters after each competency indicates at what stage in the selection process this area will be assessed.

Application = A, Interview = I, Test = T, Presentation = P

Experience

The below competencies will be assessed at the indicated stage of the recruitment process: Application = A, Interview = I, Test = T, Presentation = P

- Executive administrative and coordination experience – diary management, travel support to Directors and their teams, and processing expenses etc. [A, I, T]
- Charity governance experience – agenda planning, meeting organization, minute-taking, managing action logs and supporting governance processes [A, I]
- Experience of organising events [A, I]
- Experience of maintaining electronic files and records and managing confidential material [A, I]

Skills and knowledge

- Competency with current office technology including MS Teams, Microsoft 365 applications (including Co-Pilot or other AI tools), emails and calendars, and associated communication tools [A, I]
- Excellent communication skills to work effectively with a range of colleagues including board members, external stakeholders, staff colleagues and peers [A, I]
- Understanding of governance frameworks and board-level protocols [I]

Personal attributes

- Confidence working across a complex organisation with multiple departments and the ability to build strong working relationships with stakeholders at all levels [I]

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- Ability to prioritise work and meet tight deadlines [I]
- Able to use initiative and judgement in dealing with urgent or sensitive situations without direct supervision [I]
- Ability to work with discretion on confidential matters [I]
- Strong attention to detail and integrity in managing sensitive information [I]

Any other details

This is a hybrid opportunity, a blend of homebased and office working. Our linked office for this role is in London (near Tower Hill). You will be expected to attend the office circa twice a month. Travel costs to the London office are not covered by the charity.

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