

JOB DESCRIPTION:

Executive Support Assistant

Reports to: Executive Assistant to the CEO + People, Culture, Equity and Operations Director

Location: Remote (UK based) / Bristol / London

Salary: £29,450.00 (Grade 3) per year (plus Inner London Weighting of £3,483.94, if eligible)

Hours: 37 hours per week

Length of Contract: Fixed term for 3 months (with the potential for extension)

Please note that we do not invite enquiries from recruitment agencies.

Main Purpose of Post

To provide comprehensive administrative, secretarial and diary management support to the Executive Leadership Team (ELT), as directed by the Executive Assistant to the CEO, and when required, to provide additional support to the Senior Leadership Team (SLT) and the Executive Assistant to the CEO.

Duties and Key Responsibilities

Executive Support Administration

- Provide comprehensive support to the ELT, including diary and email management, travel and accommodation arrangements, expenses, organising and supporting meetings, drafting appropriate correspondence and producing documentation.
- Provide direct support to the SLT, including some diary management, organising and supporting at meetings and liaison across departments.
- Deal with general enquiries to the ELT, directing as necessary whilst maintaining an accurate record of incoming enquiries.
- Provide first contact point in the absence of the Executive Assistant to the CEO, and to ensure their executive support needs are professionally responded to.
- Assist with the liaison between other members of staff and external colleagues on behalf of the ELT in managing good communication systems for the staff team and the wider organisation.

- Provide project administration support and management of discreet pieces of work relating to the ELT in line with organisational policies.
- Communicate with internal and external stakeholders on behalf of the ELT, maintaining excellent working relationships.

Governance Support

- Support the Executive Assistant to the CEO with the preparation of agendas and papers for board, subcommittee and other meetings, and help with meetings as required.
- Support the Executive Assistant to the CEO in all aspects of constitutional administration, including the Board of Trustees recruitment, board meetings and events, and other such requirements as needed.

Strategic Objectives Administration

- Provide support to the ELT in achievement and management of the annual business planning cycle, along with supporting the creation, monitoring and achievement of the organisational strategies.
- Provide additional support for internal SLT meetings, including assisting with the organisation, paper preparation and providing notes/minutes as required.

General Responsibilities

- Contribute to team meetings and organisational priorities, and to prepare for and participate in regular supervision and appraisal meetings.
- Be flexible within the broad remit of the post.
- Take direction on new projects and priorities from your line manager or members of the ELT, which may vary from time to time.
- Assist where necessary in the organisation and running of conferences or events organised by Women's Aid.
- Carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- Maintain clear and adequate records of work done and to produce reports on work programmes and activities as requested by management.

Other

- Based in Bristol, London or remotely elsewhere in the UK, this job may involve occasional travel throughout England.
- Occasional unsociable hours are also required.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to A level or equivalent 	<ul style="list-style-type: none"> Educated to Bachelor's degree level, or equivalent
Knowledge	<ul style="list-style-type: none"> Organisational processes in a charity structure with board/governance knowledge 	<ul style="list-style-type: none"> Understanding of good governance and compliance practices for charities
Experience	<ul style="list-style-type: none"> Minimum of 3-5 years of experience at C-suite level and understanding of Executive level requirements Providing PA / Executive Assistant support for Director level roles Proven experience of PA responsibilities supporting director level Stakeholder engagement with SLT & ELT Supporting on coordinating Board and Leadership meetings and agendas External stakeholder engagement (government bodies, member charities, public sector bodies) Managing logistical support, travel & accommodation for senior leadership team Supporting on conference/workshop planning for ELT Email management tools Diary Management Liaising with a variety of individuals, organisations, suppliers, service providers, etc. Developing and maintaining systems for information storage and retrieval, diary management, and communication 	<ul style="list-style-type: none"> Collating information, producing statistics and reports, and issuing board papers

	<ul style="list-style-type: none"> • Proven experience of managing multiple projects supporting leadership team with competing priorities • Supporting on communication/drafting messaging for Leadership team • Supporting Leadership meetings by way of paper preparation and providing notes/minutes as required 	
Skills	<ul style="list-style-type: none"> • Good IT skills, inclusive of Microsoft 365 products (Word, Excel, Outlook, PowerPoint and Teams) • Understanding of the need to maintain confidentiality in all areas of work • Professional and diplomatic verbal and written communication skills, in person via email correspondence, and during telephone/video calls • Ability to provide a welcoming and friendly service to all internal and external contacts • Ability to process competing demands in a confident, professional and calm manner • Acts with integrity • Good organisational skills with the ability to assist with maintaining an efficient and smooth-running office environment • Ability to work on own initiative and to work to deadlines, both as an individual and within the ELT • Ability to research and provide information and support to the ELT • Ability to learn on the job and to develop a thorough understanding of Women's Aid • Ability to demonstrate a commitment and sensitivity to the aims and 	<ul style="list-style-type: none"> • A keen eye for detail to ensure high standards while working under pressure • Proactive self-starter who uses initiative to resolve problems and create prompt solutions

	objectives of Women's Aid, and to mirror our values	
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Behavioural Competencies

Accountability	<ul style="list-style-type: none"> • Cooperates in collective decision-making and takes responsibility for own actions, decisions, and deliverables. • Takes ownership for mistakes and refocuses efforts when necessary. • Holds self and others accountable for reaching short and long-term goals. • Self-imposes high standards of excellence, rather than having standards imposed.
Collaboration & Teamwork	<ul style="list-style-type: none"> • Relates well to people at all levels. • Aligns personal work and performance with the broader team to achieve mutual outcomes. • Fosters teamwork: works to build relationships within teams and bridge the gaps between departments. • Supports and cares for others, and addresses issues disrupting team functioning and harmony.
Communication	<ul style="list-style-type: none"> • Proactively communicates; informs others of what they need to know and capably articulates thoughts and ideas clearly and concisely via verbal and written communication. • Actively listens, consults others, and takes feedback on board. • Communicates using appropriate tone and language. • Has the ability to persuade, negotiate, and build support for own initiatives.
Innovation & Entrepreneurial Spirit	<ul style="list-style-type: none"> • Seeks organisational improvement; promotes efficiencies in every area of their work. • Identifies problems and implements solutions, including trying new and different approaches. • Demonstrates commercial understanding, including awareness of sector trends/changes, and uses financial information to guide decisions. • Identifies business opportunities for the organisation, which may include opportunities for income generation, cost-savings, or added value.
Resilience	<ul style="list-style-type: none"> • Deals with ambiguity, maintains effectiveness and modifies behaviour accordingly when experiencing major changes in work tasks or environment. • Supports change initiatives and focuses on the beneficial aspects of change e.g. opportunities for learning or growth.

	<ul style="list-style-type: none">• Manages disagreements with tact and diplomacy.• High level of emotional intelligence; understands how their behaviour can affect the wider team and demonstrates a proactive approach to managing and moderating their emotions in the workplace.
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Benefits

- **Generous Annual Leave:** 25 days, rising to 30 with long service, plus 8 bank holidays.
- **Extra Leave Days:** Celebrate International Women's Day and the Tuesday after the August bank holiday.
- **Valuable Pension Benefits:** Join Women's Aid pension scheme with a 7% employer contribution.
- **Flexible Working:** Remote working, family-friendly policies and paid leave for maternity, paternity, and adoption.
- **Wellness and Support:** Cycle to Work Scheme, free optician check-ups, annual flu vaccines, and 24-hour counselling helpline.
- **Mental Health and Wellbeing:** 'Reflective Practice' sessions, team catch-ups, access to 'Headspace' for mindfulness, and Employee Assistance Program with counselling and advice services.

Summary of Terms and Conditions of Employment

Terms of appointment: Confirmation of appointment will be subject to the satisfactory completion of a probationary period. This will normally be of 6 months (less for short term contracts). During this time an employee will be expected to establish their suitability for the post. During the probationary period employment may be terminated in writing, giving one week's notice by either party (this may be waived by mutual agreement). Only any statutory dismissal procedure will apply during the probationary period. There is no probationary period for contracts of under 3 months.

All posts are subject to a DBS check, two suitable references and right to work checks.

Salary: £29,450.00 per annum (Grade 3) + benefits. Salary is paid in arrears through bank credit by the 25th of each month. Part time staff receive pro-rata payment based on hours worked.

Working hours: The standard working hours for this post are 37 hours per week, based in London/Bristol/Remote (UK based); benefits include a generous bank holidays and annual leave package and contributory pension scheme. All posts, including remote posts must be based in the UK.

Support and supervision: Women's Aid has a commitment to providing regular supervision and support to staff with annual appraisals forming a key part of staff development. We have a training policy in place and encourage staff to take an active role in their career development plan.

Pension: Women's Aid is enrolled with the People's Pension scheme. Women's Aid normally contributes 7% of salary and the employee contributes 3% towards the group pension scheme. Eligible staff will be automatically enrolled on the scheme when they have successfully completed the 3-month interim probationary review.

Annual Leave: Women's Aid offers an annual leave entitlement of 25 days per year rising by one day per year until 30 days annual leave per year is reached. In addition, we offer 8 days public holidays plus 2 additional days in March and August. All leave entitlement is calculated pro-rata for part time employees.

Other leave: Employees have contractual rights to time off for reasons of sickness, maternity and other circumstances.

Period of notice: 1 month after your probationary period has been completed.

Union: You have a right to membership of a trade union. Women's Aid recognises Unison.

Asylum and Immigration Act 1996: To confirm your right to work in the UK, Women's Aid will need to see the original of at least one document from a specified list (available on the UK Government website). Most commonly this is a British Passport.

Additional information is available on request.