

Job Description – Executive Assistant



This job description serves to illustrate the type and scope of what is required for the post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or level of responsibility entailed.

Section 1 - Job Details

Job title	Executive Assistant
Directorate Area	Chief Executive Office
Department/Team (if applicable)	Governance and Executive Office Team
Reports to	EA Team Lead
Direct reports	N/A
Job Location	Office based in London with flexibility to work remotely
Contracted hours are agreed locally with line managers	

Section 2 - Job Purpose

To provide high-quality, executive-level secretarial and administrative support to an allocation of Executive Directors across the organisation. The role contributes to the effective coordination and delivery of a cross organisational Executive function, including providing secretariat support for meetings as allocated.

The role will also contribute to the overall delivery of the Governance and Executive Office team's objectives and support with project work as required.

Section 3 - Key Responsibilities/Accountabilities

(Normally between 4 and 10)

	Responsibility/ Activity
1	Provide executive-level secretarial and administrative support to Executive Directors, as allocated, including providing secretariat support for meetings as required.
2	Support Executive Directors with the delivery of an effective cross-organisational governance and management function, to contribute to the delivery of strategic objectives and overall effectiveness of the organisation.
3	Contribute to delivery of the broader work and objectives of the Governance and Executive Office Team, including the development and implementation of effective and efficient administration systems.
4	Proactive engagement with corporate initiatives, including continuous improvement, to support the development and implementation of effective cross-organisational processes and procedures.
5	Champion and support compliance with organisational processes, policies and procedures as owned by the Governance and Executive Office team.
6	To undertake any other work or activity as could be expected of an Executive Assistant.

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of digital assets within scope of role.
Staff/Volunteers	No direct people management internally but this role will work with the MS community and volunteers.
Budget	None
Key relationships	<ul style="list-style-type: none"> • Other Executive Group members and the Leadership Team • The central admin/customer services, HR and Finance teams. • Staff across all Directorates, including all National offices • Board of Trustees, Committee members, National Council members • Volunteers and Ambassadors • Donors and prospects including legacy pledgers, regular and major donors. • Suppliers of professional services and agencies
Information security/ data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society

Section 5 – Key deliverables

	Measures of success
1	Good organisational and workload management skills; meeting personal and Executive Director deadlines.
2	Strong working relationship with Executive Directors.
3	Demonstrable commitment to collaborative teamwork.
4	Demonstrating organisational values through development of positive relationships across the organisation.

Section 6 – Competencies and contribution

Competency	Level required (see below)	B	E	A	T
Fosters co-production	2		X		X
Open to change and innovation	2	X		X	
Sound decisions	2		X	X	
Collaborative working	2				X
Effective communication	2			X	X
Outcome focussed	2	X			X
Inclusivity	2				X
Accountability	2	X	X	X	X
Tech savvy	2	X		X	

Level	
5	Strategic – Senior management and/or strategic responsibility requiring wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	Expert/ Recognised authority – Responsible for managing significant resource (people, budget etc) associated with the function/activity. Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges.

3	Complex - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	Enhanced - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	Foundation - roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

Section 7 - Learning & Development requirements

(List L&D requirements for role)

Foundation (mandatory)	n/a
Additional internal learning/ courses required for role	n/a
Other professional training/qualification required	n/a

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview. There should be no more than 7 shortlisting criteria.

Requirement	Essential	Desirable	Tested*
Relevant experience, which demonstrates equivalent skills and knowledge.	x		A
Experience of providing comprehensive administrative or secretariat support in a busy office environment.	x		A / I / P
Experience of taking and writing minutes, summarising discussions.		x	I / P
Strong organisational and workload management skills, with the ability to manage a heavy workload, conflicting priorities and deadlines.	x		A / I / P
Excellent IT skills, with advanced knowledge of using Microsoft Office packages, particularly Word, Excel, PowerPoint and Outlook and social media.	x		A / P
Able to communicate and liaise with a wide range of stakeholders at all levels of seniority.	x		A / I / P
Broad knowledge of technology and how it can be used to support effective working.		x	I / P
Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.	x		A / I / P

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
Equality, diversity and inclusion	<p>Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices.</p> <p>As a charity whose primary focus is to support and improve outcomes for disabled people. We expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by disabled people whilst working with us. As well as adopting an inclusive approach and embedding EDI principles in their day to day work.</p>
Health & safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will not be required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Unusual specific physical/mental demands associated with the role	None
Travel requirements	<p>To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands, including travel to other national offices from time to time..</p> <p>Regular attendance (to be agreed with line manager) at Carriage House including Team meetings</p>
Unsocial hours	

Last updated (February 2025)