



Mentell

MENTELL EXECUTIVE ASSISTANT TO THE CEO

Job Description

Job Title: Executive Assistant to CEO

Location: Merseyway Innovation Centre plus one day at home (must be in the office on Wednesdays)

Salary: £35,000 - £40K pro rata

Hours per Week: 25 hours per week (09:30-15:30 with one hour lunch break)

Annual Leave: 140 hours

Reports to: CEO

DBS Check: Checks not applicable to role.

Key responsibilities

The Executive Assistant to the CEO, plays a key supporting role to the CEO, the Head of Fundraising and Board of Trustees. They will deliver exceptional PA support to the Chief Executive, Trustees of the Charity and other sub group / committee members, and manage the day to day running of the Mentell Head Office.

Specific Duties:

- Facilitate and minute Trustee Board meetings and other sub groups/other meetings as required.
- Provide efficient and professional executive support to the Chief Executive and the Mentell Board of Trustees; preparing correspondence, reports / papers and presentations as and when required.
- Support the Head of Fundraising by analysing and extracting data, including preparation of charts and graphs and preparing reports for funders and other partners.
- Manage the day to day running of Mentell Head Office, acting as office manager and

central point of contact for the landlord, suppliers, and internal stakeholders e.g. health and safety, property and maintenance

- Provide support for the annual strategic planning process and support the CEO and Board in producing Charity Business Plans.
- Manage shared email inboxes, enquiry forms and correspondence effectively and efficiently.
- Manage digital filing system, including archiving.
- Fulfil system administrator role for all key software systems, including Connecteam, Hubspot, Microsoft365, Slack, Xero etc.
- Manage process and fulfil administrator role for external DBS Check provider.
- Undertake procurement, ordering and stock control for all items, including promotional materials, stationery, supplies for the office and for operation of groups.
- Liaise with community team members regarding requirements for promotional material etc.
 - Manage confidential and sensitive information with a high degree of discretion and in line with GDPR legislation.
- Support regular Trustee Board communications including those from the Chair and the CEO.
- Support development / maintenance of the charity's Safeguarding reporting and control framework documentation.
- Take a leading role in supporting good governance and development of good administration practices across the charity (including on GDPR matters as they arise and general organisational framework good practice).
- Take a leading role in the development of the charity's Policy and Procedure frameworks to ensure appropriate compliance with regulatory frameworks and bodies, including drafting policies where required and overseeing an accessible bank of all charity wide policies
- Develop and maintain a Trustee Handbook and manage the recruitment and onboarding of trustees, with support from the external HR provider.
- Produce consistent and quality level of reports or presentation in support of the senior management team and Trustees.
- Organise external events including the Trustee Board's annual Strategy Day, the Mentell Retreat and other internal events.

- Manage the CEO's complex diary and organisation of meeting/travel and will use initiative to anticipate and resolve any conflicts.
- Manage travel arrangements for Trustee Board members and sub-group members (as required) ensuring efficient use of time and minimal expenditure.
- Attend relevant leadership meetings and help drive forward initiatives for improvements.
- Undertake any other reasonable duties as deemed appropriate by the Chief Executive.

General

- Attend all Mentell mandatory and compulsory training sessions, taking responsibility to ensure training is up to date at all times.
- Adhere to and support others to uphold Mentell's Seven Principles.
- Promote Mentell's charitable objects and mission and promote/support Mentell's fundraising where possible.
- Offer a flexible approach to working hours to meet the needs of the organisation.
- Represent Mentell in a professional manner at all times, contributing to marketing and recruitment activities as required.
- Be willing to undertake work in other locations in order to ensure obligations to funders, service users and other stakeholders are fulfilled.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

	Criteria	Essential or Desirable	How Identified <i>Application form / Interview / Selection test / copy of certificates.</i>
Skills and Experience	A proven level of extensive experience of providing PA / Executive support at a Chief Executive / Board Level, ideally within the Charity Sector.	ESSENTIAL	APPLICATION FORM
	Demonstrated ability to produce specialist meeting minutes of the highest calibre; including presentation of complex financial information for specialist committees.	ESSENTIAL	APPLICATION FORM/ INTERVIEW
	Experience of complex diary management.	ESSENTIAL	APPLICATION FORM/ INTERVIEW
	Demonstrated multi-faceted project management experience.	DESIRABLE	APPLICATION FORM/ INTERVIEW
	Demonstrated ability to extract and analyse data and produce reports / other written communications to communicate with a wide range of audiences.	DESIRABLE	INTERVIEW

	Demonstrated ability to develop and establish new organisational processes and frameworks.	DESIRABLE	INTERVIEW
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	A proven track record of developing business plans and their coordination.	DESIRABLE	INTERVIEW
	A proven track record of leading, organising and motivating a team to achieve its objectives.	DESIRABLE	INTERVIEW
	A clear understanding of the needs of male mental health services	DESIRABLE	INTERVIEW
	Proven commitment to promoting diversity, equality and inclusion both within the internal organisation and in its delivery of services and activities	ESSENTIAL	APPLICATION/INTERVIEW
General & Specialist Knowledge	Proactive style with strong organisational skills.	ESSENTIAL	SKILLS TEST/INTERVIEW
	Ability to work under pressure in a fast-paced environment and respond flexibly to changing situations.	ESSENTIAL	INTERVIEW
	Ability to contribute within a service portfolio and within a wider management team(s).	DESIRABLE	INTERVIEW
	Excellent interpersonal skills and the ability to develop good working relationships with colleagues across the charity	ESSENTIAL	INTERVIEW
	Excellent communicator - verbal and written.	ESSENTIAL	INTERVIEW
	Diplomatic and professional at all times.	ESSENTIAL	INTERVIEW

	Ability to work effectively both individually, within a team and able to establish good relationships with a wide range of stakeholders, including volunteers.	ESSENTIAL	APPLICATION FORM/ INTERVIEW
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	Ability to demonstrate strong attention to detail, possess excellent time management skills with the proven ability to prioritise and to delegate work effectively. Ability to effectively meet deadlines.	ESSENTIAL	INTERVIEW
	Proven experience in developing plans to meet and report on specific funder outcomes.	DESIRABLE	APPLICATION FORM/ INTERVIEW
	Experience of using Hubspot, Connecteam, Xero and Slack software	DESIRABLE	APPLICATION FORM/ INTERVIEW
	IT literate with excellent MS office and Google Docs skills including Word, Outlook and Excel.	ESSENTIAL	INTERVIEW/SKILLS TEST
	Experience of producing grant applications and reports to support their monitoring and evaluation	DESIRABLE	APPLICATION FORM/ INTERVIEW
	Commitment to the aims and mission of Mentell	ESSENTIAL	APPLICATION FORM/ INTERVIEW
	Empathetic nature and the ability to listen without making pre judgements	DESIRABLE	INTERVIEW

Education & Training	A degree or equivalent in a relevant subject (or ability to demonstrate a proven track record)	ESSENTIAL	APPLICATION FORM/ CERTIFICATES
Special Requirements	Access to a vehicle for business use and willingness to travel if required	DESIRABLE	APPLICATION FORM