

EXECUTIVE ASSISTANT TO THE CEO

JOB DESCRIPTION



IDENTIFICATION OF JOB

Team: CEO Department/Operations
Working Base: Newark
Responsible to: CEO via Director of Operations

OVERALL PURPOSE OF JOB

- To provide support and assistance to the CEO across the full range of his / her leadership:
 - Organisational management
 - External/internal to the movement relationship management and diplomacy
- To provide logistical and administrative support to the Director Team and Trustees as delegated.

MAIN RESPONSIBILITIES

Support for the CEO's organisational management and leadership

- Support the CEO with organisational planning and tracking delivery of the annual work programme and annual priorities
- Set 1-2-1 meeting dates and support effective communications with the CEO's line reports.
- Fix dates, orchestrate agendas, papers and minutes for meetings of the Directors, Senior Managers and others led by the CEO as required, chasing actions.
- Proactively manage relationships with and visits to Trusts for CEO, in context of Chair, Honorary Officers and Directors and be proactive in setting meetings with Trust Councils and calls with CEOs.
- Manage relevant sections of WildNet (intranet) and ensure timely posting of new information.
- Assist with the production of high quality presentation materials.

Support the CEO's external leadership and diplomacy

- Support the CEO in developing and maintaining excellent relationships with key audiences externally.
- Drive the setting of regular meetings with agreed external contacts; planning dates, booking venues, liaising over agendas and ensuring prompt thanks and follow up.
- Support the CEO's social media work and use of technology
- Maintain key elements of the Customer Relationship Management System
- Manage important and urgent e-mails and telephone calls and act as an interface between the CEO and other staff whilst the CEO is out of the office.
- Manage travel and logistical arrangements for the CEO

Support the Director Team and the Operations Manager

- Support the Director team with diary management, planning and logistics
- Assisting the Director team with the production of high-level papers and presentations
- Support the Operations Manager with the project management of movement wide conferences, seminars and events
- Provide assistance to the Operations Manager where required

Support the CEO's office

- Organise CEO's diary
- Ensure effective electronic and paper filing and record keeping including accurate recording of expenses
- Work closely with the finance team to plan and monitor the CEO budget
- Respond promptly and positively to staff requests for dates, information and advice.

Support to the Chair, Honorary Officers and Director Team as delegated

- Maintain overview of Director team's diaries ensuring all briefed weekly on one another's movements and priorities, and that the Chair is briefed
- Support the Chair's diary as it relates to TWT business
- Support the Chair and Honorary Officers in developing and maintaining excellent relationships with key audiences in the movement and externally on TWT business.
- Make logistical arrangements for the Directors where on Council business.
- Support the wider Director team in setting multiple attendee meetings
- Support the Directors' in ensuring regular 1-2-1 meetings with one another

Supporting the Governance Officer in their role as Secretary to TWT Council

Support the Chair (either directly or through the CEO as agreed from time to time) to:

- Set dates of Council meetings and teleconferences, manage all logistics such as accommodation and refreshments, and ensure accurate minutes are taken, approved and circulated.
- Ensure key items of business are flagged up to the movement a week in advance of each meeting and key conclusions are fed back to the movement within a week.
- Produce Council agendas in liaison with the CEO and Chair, and co-ordinate timely production of papers and timely dispatch after CEO review and approval.
- Maintain an up to date Council work programme and co-ordinate with all main committees.
- Act as a first point of contact for Trustees and Directors for meeting related enquiries and constitutional matters.

Other expectations

- Develop and maintain close relationships with all colleagues
- Recognise leads to high level contacts prioritise these and bring to the attention of the CEO
- Respond promptly to requests for information and advice
- Champion a positive and co-operative culture and high standards of customer care
- Foster a positive working environment and excellent internal communications
- Ensure effective and timely work planning and reporting on progress with the job
- Take on any other duties as delegated by the Chief Executive
- Ensure that all health and safety obligations are met in all aspects of the role.

EXECUTIVE ASSISTANT PERSON SPECIFICATION



Key Competences

- Organised
- Attention to detail
- Ability to maintain confidentiality
- Tact and diplomacy
- Professionalism and efficiency
- Enthusiasm, self-motivation and initiative
- Flexibility and willingness to step in where needed
- Willingness to take ownership and responsibility
- High level of written and oral communication skills
- Excellent interpersonal skills and the ability to establish a rapport
- Ability to build and nurture relationships
- Ability to research, interpret and present information
- Ability to recognise and respond quickly to problems
- Ability to work both alone and cooperatively as part of a team

Experience

- At least 3-5 years' experience of office systems and procedures, some of which will have involved providing administrative support at a senior level preferably in the not for profit sector.
- Substantial experience of organising and taking minutes at high level meetings
- Substantial experience of information management including gathering, handling, communicating and storage of electronic and paper-based information
- Experience of managing diaries, travel schedules and work programmes under pressure

Knowledge and Skills

- High level Administrative and organisational skills
- Good understanding of the principles of customer care
- Ability to manage multiple projects simultaneously and thrive
- Proficient in the use of IT packages including word processing, e-mail, presentation packages, databases, electronic calendars
- Good project management skills.
- Ability to prioritise and organise work effectively to meet deadlines
- Ability to fully support and understand another individual.
- Demonstrate a growth mindset (eg:embrace latest technology, innovate methods for increasing work efficiency)

**The post will require overnight stays at conferences and occasional evening meetings.
A commitment to the cause of The Wildlife Trusts would be valuable.**

Measurements of Success

- Chief Executive supported effectively
- External diplomatic relationship managed to a high quality
- Excellent internal contact relationship management