

Role Profile

Overview	
Role	Executive Assistant to CEO
Main Purpose	To provide a highly professional and wide-ranging executive and administrative support service to the CEO which helps to ensure that the organisation's goals and objectives are accomplished and all operations run smoothly and efficiently.
Department	CEO Office
Location	Head Office, Manchester
Reporting To	CEO
Main Duties	
<p>Executive Support</p> <ul style="list-style-type: none"> • Act as first point of contact for the CEO, proactively and promptly reviewing and tracking incoming enquiries including emails, invitations, complaints and correspondence and responding directly, delegating to colleagues, advising on responses to the CEO, providing clarity of outcome/actions and ensuring these are followed to resolution professionally • Maintain the CEO's diary, optimising appointment timings, travel schedules and all arrangements for meetings • Operate a system to ensure the CEO is fully briefed for meetings including recommending decisions/solutions where appropriate • Provide high-level secretariat support to key internal and external meetings involving the CEO, including preparing agendas, coordinating or writing papers, producing minutes, and ensuring follow-up actions are progressed • Prepare correspondence, Exec/Board level reports, memos and presentation materials • Support the CEO specifically to facilitate remote decision-making • Liaise with external bodies with which the CEO is involved and represent the CEO as required <p>Governance Support</p> <ul style="list-style-type: none"> • In conjunction with the CEO, undertake secretariat duties for the Board and Committees as required including: <ul style="list-style-type: none"> - Preparing agendas and relevant papers - Ensuring the timely distribution of board papers in appropriate formats - Taking minutes of meetings and recording and monitoring agreed actions - Supporting the CEO in forward planning for all Board meetings • Provide high level administrative support to the Board assisting with: <ul style="list-style-type: none"> - Liaising with trustees in relation to their induction and governance activities - Taking the lead role in overseeing/progress-chasing work directly commissioned by the Executive team and Trustee board <p>Other Responsibilities</p> <ul style="list-style-type: none"> • Undertake specific areas of responsibility including limited support for other executives, special projects and occasional travel as required to support the CEO • Undertake any other reasonable duties as requested 	

Key Result Areas

- CEO office running smoothly and exhibiting at all times high standards of professionalism
- Calendar schedule & briefing provided by 09.00 every day
- CEO needs anticipated and appropriate actions taken on own initiative
- Provision of sound advice maintaining the highest standards of confidentiality
- All incoming reports to CEO (Country/Executive etc.) received by due date
- CEO reports to Board drafted for review by agreed date
- Executive /Board meeting actions tracked & progress chased for delivery by due dates
- Meetings starting on time with agendas and preparation material distributed in advance

Soft Skills

- Self-starter, capable of acting on own initiative and proactively managing competing demands and pressures and able to multi-task effectively
- Able to work collaboratively with a range of colleagues in the wider organisation as well as with external stakeholders
- Confident working with senior internal and external stakeholders at director and trustee level
- Well placed sense of judgement and political skills, able to exercise absolute discretion and confidentiality
- Excellent interpersonal, diplomatic, written and verbal communication skills
- Meticulous attention to detail
- Demonstrable level of numeracy and ability to analyse statistical and financial data
- Ability to 'think outside the box', generate and implement creative solutions
- Able to work autonomously and with versatility, meeting unexpected and often tight deadlines

Technical Skills

- Administration
- Writing reports
- Project management
- Proficiency in Microsoft Office and other office productivity tools, with aptitude to learn new software and systems
- Social media experience
- Highly competent note-taking and keyboard skills

Experience & Education

- 7 years' experience in a similar role reporting directly to senior management
- Sound experience of establishing positive and productive relationships at senior level within organisations and having the tact and diplomacy to ensure these are maintained effectively
- Experience of overseeing budgets and expenses (desirable)
- Experience of developing internal processes and systems (desirable)