Versus Arthritis

Job description

Job title: Executive Assistant

Reports to: Senior Executive Administration Manager

Strong dotted line to Chief Operating Officer, Finance and Corporate Resources and Director of Income and Engagement

Department: Governance, Legal and Executive Administration

Directorate: Chief Executive’s Directorate

Our vision

A future free from arthritis.

Our mission

We won’t rest until everyone with arthritis has access to the treatments and support they need to live the life they choose with real hope of a cure in the future.

To deliver our mission we invest in world class research, deliver high quality services and campaign on the issues that matter most to people with arthritis. We have developed an ambitious five-year strategy, complimented by our research strategy to help us achieve our vision and mission.

**Our values**

We are United, Compassionate, Inclusive and Brave in all that we do.

**Chief Executive’s Directorate (CED)**

The Chief Executive’s Directorate supports the work of the Chief Executive Officer (CEO), Board of Trustees and the Senior Leadership Team (SLT) in leading the charity efficiently and effectively through the work of the Governance, Legal and Executive Administration department. The Directorate is also home to our UK Advocacy and Health Intelligence department who, alongside colleagues in the Devolved Nations, are responsible for developing and implementing our ambitious evidence-based policy and influencing strategy so that people with arthritis can access the treatment and support they need to live the lives they choose.

Job purpose

The postholder will be part of a small central administration team which will work closely with the Senior Leadership Team under the direction of the Senior Executive Administration Manager and part of a department led by the charity’s General Counsel and Company Secretary, who leads on legal, governance and assurance.

The postholder will provide excellent executive support to the Chief Operating Officer, Finance and Corporate Resources and the Director of Income and Engagement assisting them to deliver their roles effectively.

The postholder will also be expected to work collegiately and flexibly to ensure the administrative needs of the Senior Leadership team are covered using resources effectively to streamline, increase efficiency, avoid duplication and to cover any team absences.

Main duties

* Provide comprehensive and high level executive assistant support to the Chief Operating Officer and Director of Income and Engagement to include:
* Diary and inbox management, including booking and arranging meetings.
* Organise and coordinate travel and meeting logistics, including processing expenses claims.
* Ensuring the director is well briefed and prepared for meetings by liaising with relevant colleagues and collating information and preparing documents in advance.
* Assist the director to ensure actions points are completed, ensuring dissemination of information to the relevant parties.
* Draft responses to correspondence, liaising with relevant colleagues to obtain and quality assure content, ensuring responses are recorded in appropriate systems, and following up actions as required.
* Act as a gatekeeper, managing external and internal stakeholder expectations in relation to availability, strategic priorities and the needs of the business, at all times, maintaining a professional persona, thus protecting and enhancing the reputation of Versus Arthritis.
* Maintain a list of professional and associated bodies in contact with the directorates, supporting seamless stakeholder management.
* Assist with budget management and provide financial administrative support as required.
* Raise and manage purchase orders and invoices, coordinating with the finance and procurement teams and ensuring approval by director.
* Support the director with the management of procurement processes and contract management, allocating appropriate time for contract review and liaising with procurement as required.
* Support organisational risk management processes, including tracking and monitoring completion of internal audit actions for the directorate.
* Monitor and track work activity to ensure timely completion of tasks, actions and adherence to deadlines.
* Undertake project work as required, including management, co-ordination, tracking and recording progress.
* Support with recruitment and induction of new starters working closely with the People and Culture Directorate.
* Maintain strict confidentiality, integrity and diplomacy, at all times.
* Provide support to the directorate Senior Management Teams (SMT) including:
* Coordinate logistics for meetings and events, including making bookings, catering, preparing, coordinating and disseminating documents, managing agendas, recording action points, and taking minutes.
* Support the organisation, planning, coordination and communications for away days.
* Collaborate with the director to develop an annual calendar that integrates with the Senior Leadership Team (SLT), Trustee Board and Committee schedules, ensuring consistency and effective information sharing.
* Work closely with Governance, to plan, organise, attend and take minutes at three board committees: Finance Committee, Risk and Audit Committee and Marketing and Communications Committee.
* Support the organisation of all staff away days and any other meetings and events as directed by the Senior Executive Administration Manager.
* Develop a comprehensive understanding of the work of Versus Arthritis and the environment in which it operates.
* Establish and develop excellent working relationships across the organisation, and with key external and internal stakeholders.
* Embrace, embed and deliver the organisational values, commitments, and culture throughout all activity.
* Ensure all designated training is completed and all activity is delivered in line with organisational policy and practice.
* Embrace a safeguarding culture where everyone has responsibility for the safeguarding and wellbeing of vulnerable adults and children.
* Undertake any other duties as appropriate to the role and organisational requirements.

Key stakeholders and relationships (internal/external)

* Senior Executive Administration Manager.
* Chief Operating Officer, Finance and Corporate Resources.
* Director of Income and Engagement.
* General Counsel and Company Secretary.
* Executive Administration Team.
* Directorate Senior Management teams.

End of job description. Person specification on following page.

Versus Arthritis

Person specification

Experience and knowledge

* Demonstrable experience of providing executive administration support to senior leaders.
* Significant experience of planning, arranging and coordinating meetings including dissemination of information and taking minutes and action points.
* Experience of working, building and sustaining effective relationships with internal and external senior stakeholders.
* Experience of working within a complex fast paced environment.

Skills

* Ability to work collaboratively and diplomatically with proven relationship building and stakeholder management skills at all levels.
* Excellent written and verbal communication skills and the ability to work with people at all levels.
* Ability to distil meeting discussions into succinct notes of the key discussion points, decisions and actions, and points for onward communication.
* Excellent time management and organisational skills, with the ability to operate autonomously and as part of a team.
* Good numeracy, financial and analytical skills.
* Strong Microsoft Office 365 skills with experience of using Outlook, Word, PowerPoint and Excel.
* Ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly and to manage boundaries successfully.
* A proactive and conscientious approach with good attention to detail and the ability to manage own workload working towards delivery of plans and excellent conflict resolution.
* Ability to handle a range of tasks, including processing information from a wide range of sources, and managing changing and competing priorities.
* A continuous improvement approach to work, always seeking to enhance efficiency and customer experience for colleagues and for people with arthritis.

**Desirable experience, knowledge and skills**

* Experience of working in the charity sector.
* A relevant business administration qualification or equivalent in a related subject area.
* Project management and coordination experience.

Criminal Record Check

Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. We will undertake safer recruitment practices and relevant checks applicable for the role.

This role DOES NOT require a Criminal Record check.

End of person specification.