



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Executive Assistant

No of Posts: 1

Salary: £23,868 (£29,835 pro rata) free gym membership, cash health plan, life assurance

Status: Part Time, 30 hours per week over 4 or 5 days with flexibility to work some ad hoc weekends or evenings depending on the need of the charity

Holidays: 22 days plus Bank Holidays per annum plus birthday off.

Based at: Wigan Town Centre Location.`

Responsible to: CEO and SLT

Accountable to: Board of Trustees

To Apply: Please upload a CV and Covering letter outlining why you would be an asset to our charity using this link <https://hr.breathehr.com/recruitment/vacancies/40088>

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received.

Closing Date: 18th April

Interviews: 28th April

SUMMARY

The Brick is an ambitious charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. Our projects include emergency and supported accommodation, an affordable food community, street outreach and homelessness prevention programmes. We are now seeking a skilled Executive Assistant to join our growing team. You will be a believer in the right to equal life chances with a passion to improve lives through collaboration and innovation.

JOB PURPOSE

We are seeking a highly motivated and organised individual to provide a professional, comprehensive and efficient executive assistant and HR/governance co-ordination service to our Chief Executive and Trustee Board. This role requires excellent organisational skills, initiative, time management and co-ordination skills as well as personal credibility.

In addition to providing all aspects of PA support to our Chief Executive and SLT, you will play a pivotal role in Brick governance, including servicing of Board meetings, sub committees and key events, taking minutes and ensuring communication of actions out to the relevant owners and monitoring and co-ordinating completion within deadlines. This role will provide career development opportunities in building good office management/HR systems and contributing to employee development, communications, policy development and the production of strategic reports. 20% of the role will be supporting the Marketing and Communications Manager with events planning and CRM database administration.

KEY TASKS & RESPONSIBILITIES

Key accountabilities

Executive Support to Chief Executive and SLT

- Assist the CEO in achieving The Brick's aims and objectives and provide a comprehensive support service for the CEO and Trustees, maintaining the highest possible standards of service and customer at care all times
- Manage the Chief Executive's Diary and appointments; ensuring the Chief Executive is adequately prepared.
- Be the primary point of contact between The Brick Chief Executive and internal/external stakeholders, screening and directing phone calls and emails appropriately.
- Work on own initiative to instigate, respond to and undertake work to assist the Chief Executive and Trustee Board functions.
- Compile and co-ordinate appointments and meetings in the CEO's diary and sort and prioritise enquiries; answer enquiries on behalf of the CEO, when required
- Organise meetings, events, hospitality and receiving visitors for the Chief Executive
- Provide secretarial support to the Chief Executive, undertaking research, preparing reports, responses and statistical information as required
- Set up and manage appropriate administrative systems to enable the Chief Executive to be effective in their role.
- Servicing and Co-ordination of all Management and Charity team meetings
- Supporting the co-ordination of all The Brick external events, as required
- Support internal and external communications for the Chief Executive
- Develop a good understanding of the Chief Executive's external relationship priorities and manage a proactive meeting programme
- Develop good relationships with key external contacts across all sectors
- Support the Chief Executive by drafting, or sourcing content for, written communications including the annual social impact report and newsletters

- Actively monitor and take appropriate action on all incoming communications to the Chief Executive

Governance

- Provide all aspects of secretarial/administration/co-ordination support to the Brick's Trustee Board and any sub committees (including booking meetings, minute taking and preparation of agendas and papers)
- Progress/ chase reporting of actions flowing from The Brick's Trustee Board Meetings and any subcommittees
- Maintenance of Trustee/Governance policies, documents, filing systems in both electronic and hard copy and information provision
- Maintain the Board membership register and support the recruitment and acceptance of new members
- In conjunction with the Chief Executive and Senior Leadership Team, managing pre and post Board events and discussions, training sessions and strategy days
- Support the recruitment and on-boarding of all new staff, Board and Committee members and managing the annual review process
- Develop and maintain effective information sharing systems for Executive Team and Board of Trustees including the Executive SharePoint site.
- Develop and maintain effective electronic and paper-based filing systems

People and Culture Development

- Working with departmental managers to set up job vacancies on our on-line recruitment portal and help co-ordinate the recruitment process
- Liaising with the charity admin team to issue offer letters, contracts of employment and other recruitment documentation
- Manage the process for carrying out DBS and referencing checks for new staff which is undertaken by our admin department
- Set up mandatory on-line training for staff and ensure training certificates are filed on personnel files
- Using our HR system, set up new staff and maintain the HR system including setting up annual holiday entitlement and off-boarding exiting staff
- With departmental managers, assist in co-ordinating induction training for new staff including organisational HR induction
- Support the CEO in ensuring all charity policies and process are reviewed, implemented and followed by all
- Working with departmental managers to ensure the off-boarding process is followed including exit interviews
- Assist with the setting up and implementation of staff surveys

IT and Internet Office Support

- Work closely with other teams to understand their data and IT needs, providing guidance and support.
- Be the first point of contact with our external IT provider and responsible for a rolling plan of equipment procurement
- Manage our mobile phone plan

- Train team members on data management and reporting tools, helping to build a data-driven culture.
- Support project management initiatives by providing IT solutions and managing data resources.

Event planning and Administration

- Plan and oversee a number of key fundraising events from conception to completion, working with the Marketing and Communications Manager
- Work in close liaison with external event organisers in the development and delivery of events
- Data administration – ensure accurate event sign up data, data recording on the CRM and ongoing administration of data
- Work collaboratively with the Marketing and communications manager to promote fundraising through our digital channels
- Keep our database of fundraisers up to date and ensure they are kept up to date with charity news

Experience and Skills:

- Previous relevant experience, working for senior executives in a busy and complex environment; including diary management, agenda setting, minute taking, support with meeting logistics (online and in person), drafting internal and external communications.
- Strong interpersonal skills: engages with others to get the best out of them; works well as part of a team.
- Professional, sound independent judgment, strong organisational and project management skills and the ability to be flexible as priorities and needs change.
- Evidence of capacity to work in range of cultural and socio-economic contexts, adapting style and approach appropriately and in a culturally sensitive manner to maximise effectiveness.
- Ability to work unsupervised, a motivated self-starter, with strong problem solving and multi-tasking skills. Available to work out of hours and weekends with the need of the charity.
- Proficient in all areas of Microsoft. Must possess strong Word, PowerPoint, Excel and typing skills; ability to learn new packages, when required.
- Event management skills.
- Excellent attention to detail.
- Numerate, with a good understanding of basic budget processes.
- Knowledge of HR administration

PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's Deal approach and as such we are asking for applicants who adopt the 3 core behaviours being; **positive, accountable and courageous**. We are looking for innovation and creativity, The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

OTHER

Health and Safety

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions.

Reporting any incidents and Safeguarding concerns in a timely and effective manner following the Wigan tier report system.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

You will be expected to undertake occasional work on weekends and evenings.

Be willing to undertake and assist in fundraising activities which may occur out of hours.

Promoting fundraising for the Charity

To promote good communication within The Brick and the Charity as a whole.

To ensure good time management

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.

The Brick is committed to promoting a diverse and inclusive workplace, which attracts all candidates and signals our commitment to celebrate and promote diversity. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of our workforce.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements and support or staff from different backgrounds.

**Executive Assistant
Person Specification**

	Essential	Desirable
Knowledge and Experience	At least three years office management experience	Personal Assistant experience Administrative experience in a voluntary or charitable organisation
	Enhanced DBS check	
	Knowledge of what is required to organise administrative and online filing systems including experience of researching, procuring and maintaining office and other premises related equipment and services.	
	Knowledge and commitment to the principles of equality and diversity	Experience of administering HR systems, onboarding staff and recruitment
	Excellent IT skills (Word, PPT, Excel, Publisher etc)	
	Demonstrable experience of assisting in the organisation of small/medium events including setting up pre-event logistics, liaising with suppliers and completing risk assessments	
Skills	Excellent organisational skills to be able to set up and maintain administrative, filing and HR systems. Experience of supporting committees through prompt production of meeting minutes and papers	Experience in setting up administrative systems
	Ability to communicate effectively (both verbal and written) with a wide range of people	
	Ability to work to managerial direction as well as use initiative as required; good judgement to distinguish when to use initiative	
	Advanced IT skills especially in word processing, database and spreadsheets; ability to learn how to use new software	
	Ability to organise record keeping systems and manage these	
	Ability to prioritise well and work in a busy and challenging environment	
	Ability to support The Brick's staff in policy development, communications and the production of strategic reports	
	Skills to organise and manage events and support meetings	

	Good general education including English language; capable of writing clear letters and reports and of taking minutes and writing well-presented and professional documents.	
Attitude	Tidy, precise and conscientious approach to office administration. Conscientious and diligent approach to managing data and information and keeping records on behalf of the CEO.	
	Able to manage conflicting priorities effectively; able to pay rigorous attention to detail; able to anticipate problems and identify solutions.	
	The ability to manage sensitive matters with tact and discretion	
	Empathetic, tactful; able to relate to people and organisations of all backgrounds and with different needs	