

Executive Assistant and Business Support Administrator



This is a new post that is part of the creative growth of our commercial trading. Our entrepreneurial business operates with the support of our trading company board and all profits fund the work of the Hospice.

The Hospice of St Francis is a flexible employer offering great benefits and an inspirational working environment. We are a paper lite organisation, using SharePoint, Microsoft 365 and social media. Investing in our people is at the heart of the way our Hospice works

You will be Executive Assistant for the CEO and members of the Trading Board. This is a varied and interesting role that combines discretion, start up thinking, highly effective organisational and interpersonal skills, and opportunities for research and project work.

Permanent: 26 hrs/ week Salary: Band 5

Reports to CEO/Director of Sustainable Trading

Role Description and Duties:

- Provide comprehensive Executive Assistant support to CEO, Director of Sustainable Trading and Chair of the Trading Company Board, handling high-volume tasks and demonstrating flexibility.
- Be an accessible, responsive first point of contact, engaging effectively with all callers and contacts,
- Assist as part of a team in providing the very best experience for, people, organisations and partners
- Support the smooth joyful operation of the Trading Board with excellent administrative support and great customer care and help to sustain our trusted and valued internal and external relationships
- Support Trading Board projects, maintain confidentiality, meet deadlines, assist in management information report preparation, and handle routine administrative tasks.
- Schedule calls/appointments, coordinate meetings, prepare agendas, undertake minute-taking duties and follow up on actions.
- Plan and execute engagement events with stakeholders, including Annual General Meetings and similar governance activities.
- Be the Asset Owner for the data requested, stored and processed on behalf of the Trading Board operating within the requirements of GDPR
- Handle sensitive information discreetly in including highly confidential communications on behalf of the CEO office and Chair of the Trading Board
- Organise internal/external events, produce correspondence, and ensure compliance with safeguarding, confidentiality, data protection, and equal opportunities policies.
- Act as an ambassador on behalf of the charity and take part in the wider activity of the organisation.
- Able to consolidate learning with speed and efficiency, working with pace and accuracy
- Freedom to act within delegated responsibility and organisational policy and procedure - the post holder is expected to take significant responsibility and autonomy for their area of work and work
- Asset Owner for the information, requested, stored and processed by the team

The successful candidate will need to demonstrate:

- Good general education -minimum of x 5 GCSE’s including English & Maths \9or equivalents)
- Qualified by experience having >1 year in a similar role
- Business administration qualification or formal secretarial training [desirable]
- Having strong written and verbal communication skills with an ability to gain credibility at all levels.
- A high level of competency in using technology, Microsoft 365, SharePoint and digital communications
- Excellent understanding of equity and the risks of unconscious bias
- Ability to communicate in more than one language relevant to the population served (desirable)
- Ability to proof- read for others and assure accuracy and attention to detail in own work
- Have excellent organisational and multi-tasking ability
- Ability to deliver on deadlines and sudden pressures, maintaining accuracy and attention to detail
- To be able to remain calm when working under pressure, prioritise workloads and work to deadlines.
- A solution focused and practical approach
- Be committed to the vision and aims of the Hospice
- Strong commercial awareness with a commitment to trading sustainably for people and the planet
- To be flexible and able to adapt as and when the demands of the role require it, including working flexible hours when needed.
- The ability to establish rapport and strong relationships very quickly
- Understanding of the ethos of charity working including central role and experience of volunteering
- The ability to maintain overview of systems and processes you set up/operate proactively suggesting improvements
- Proven commitment to Health, Safety, and Wellbeing and to training and development
- Flexibility to perform other duties as assigned by CEO and Director of Sustainable Trading

<p>Mental and Physical Consideration. Working Conditions & Environment</p>	<ul style="list-style-type: none"> • Frequent interruptions should be expected. Competing priorities are commonplace. • The post holder will frequently be required to spend long periods working at a computer • In a hospice setting the post holder may encounter emotional and distressing circumstances.
<p>Health & Safety</p>	<ul style="list-style-type: none"> • Evidence of a positive attendance record • Equally able to work on own initiate and as part of a collaborative team • Understand and comply with all Infection Prevention and Control Health and Safety, Fire regulations • Ensure own safety and that of others in the course of work • Report any accidents or incidents
<p>Safeguarding</p>	<ul style="list-style-type: none"> • Always act in a manner to safeguard the interests of others and their families and justify public trust and confidence in the Hospice of St Francis

This list of tasks and responsibilities is not exhaustive. The job holder may be required to undertake other relevant and appropriate duties as required by the Manager. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.