

Job title:	Executive Assistant	Reporting to:	CEO
Department/Group:	Office of the CEO	Job code/Req no.:	
Location:	HOSF	Travel required:	None
Band	5	Position type:	Part Time – 24hpw

Main Duties & Responsibilities

- Provide high-quality executive and administrative support to the CEO and Board Chairs, enabling the effective operation of the Office of the CEO, Executive Team and Trustee governance arrangements.
- The CEO is the postholder's primary principal. Support to the Trustee Chair, Trading Company Chair, Deputy CEO and People Team will be coordinated around agreed organisational priorities.
- Manage the CEO's diary, priorities and agreed correspondence; coordinate meeting preparation, papers and follow-up actions; and provide appropriate support with inbox management as required.
- Be an accessible and responsive first point of contact for the Office of the CEO and Board Chairs, engaging effectively with colleagues, Trustees and external contacts.
- Exercise discretion and sound judgement in handling highly confidential, sensitive and, where applicable, privileged information and communications on behalf of the CEO Office and Board Chairs.
- Attend Executive Team meetings in an administrative and coordination capacity; coordinate agendas and papers, take accurate minutes, maintain the action log and support timely follow-up.
- Support the CEO and Board Chairs in organising stakeholder and engagement events, including Patron events such as the annual Patron's Lunch.
- Assist in organising the West Herts and Essex Hospice CEO group meetings.
- Coordinate regular Executive Team 1-to-1 meetings with the CEO and annual performance reviews, ensuring appropriate preparation and follow-up.
- Organise agreed internal and external meetings and events, produce high-quality correspondence and documentation, and work in accordance with safeguarding, confidentiality, data protection and equality policies.
- Act as an ambassador on behalf of the charity and take part in the wider activity of the organisation.
- Work with a high degree of autonomy within delegated authority, organisational policy and agreed priorities, exercising judgement and escalating matters appropriately when required.
- Act as Information Asset Owner for information requested, stored and processed by the Office of the CEO, in line with organisational information-governance requirements.

TRUSTEE BOARDS

- Be the first point of contact for the Trustee Board and Trading Company Board. Coordinate meetings, agendas and papers; undertake minute-taking; quality-assure and circulate papers in a timely way; and ensure approved minutes are signed and filed correctly for Board, Committee and Trading Company meetings (with the exception of the Clinical Governance Committee).
- Coordinate the annual Trustee Board and Committee calendar in conjunction with the CEO and Deputy CEO/Director of Integrated Governance, for approval by the Chair.
- Under the direction of the Deputy CEO/Director of Integrated Governance, support updates to the Charity Commission online service, including Trustee details and terms of office.
- Coordinate Trustee induction arrangements in conjunction with the Executive Team, Deputy CEO/Director of Integrated Governance and Head of People Services.
- Update the Volunteer Team with up-to-date Trustee details and terms of office.
- Update the terms of office matrix on a regular basis.
- Advise Arc and copy in the Head of IT & Systems with Trustee Starters and Leavers to ensure correct access.
- Under the direction of the Deputy CEO/Director of Integrated Governance, collate and maintain annual conflict-of-interest declarations and associated records.
- Coordinate stakeholder engagement and governance events, including Annual General Meetings and similar activities, as required.
- Coordinate annual performance review arrangements for the Trustee Board and Trading Company Board.

People Services

Provide occasional confidential administrative support to the Head of People Services where agreed with the CEO or Deputy CEO, ensuring that core CEO Office and governance priorities are maintained.

Qualifications, Skills, Experience, Knowledge & Approach

- Good general education, with a minimum of five GCSEs including English and Maths (or equivalent).
- Demonstrable experience providing senior-level administrative or executive support, ideally within a complex organisation.
- Business administration qualification or formal secretarial/Executive Assistant training (desirable).
- High level of competence in Microsoft 365, SharePoint, digital communications and the confident use of technology to improve administrative processes.
- Good understanding of equality, diversity and inclusion, including awareness of unconscious bias.
- Excellent proofreading skills, with the ability to assure accuracy and attention to detail in own and others' work.
- Be committed to the vision and aims of the Hospice
- Good organisational and business awareness.
- Understanding of the ethos of charity working and the central role of volunteers; experience of volunteering is desirable.
- Ability to oversee systems and processes and suggest practical improvements.
- Commitment to Health, Safety and Wellbeing, and to ongoing training and development.

Flexibility to undertake other duties commensurate with the role, as agreed with the CEO and Deputy CEO.			
Communication - Strong written and verbal communication skills, with the ability to communicate confidently and credibly at all levels. - Ability to establish rapport and trusted working relationships quickly with colleagues, Trustees and external stakeholders. - High level of discretion, confidentiality and judgement in handling sensitive communications and information.			
Decision Making - Remain calm under pressure, prioritise competing demands and consistently meet deadlines. - Adopt a practical, solution-focused approach and exercise sound judgement within delegated authority. - Recognise when issues require escalation and raise them promptly with the appropriate senior lead.			
Mental & Physical Consideration - Excellent organisational and multi-tasking ability. - Ability to manage sudden pressures and changing priorities while maintaining accuracy and attention to detail. - Flexible and adaptable to changing demands, including occasional variation to normal working hours where required.			
Working Conditions & Environment The working pattern will need to flex occasionally around Board and Committee cycles, including attendance at some evening meetings or meetings falling outside normal working days, by prior arrangement.			
Health & Safety - Understand and comply with all Health and Safety, Fire and Infection Control regulations - Complete all mandatory training and comply with relevant organisational policies and procedures.			
Safeguarding Act at all times in a manner that safeguards the interests of patients/clients and their families and maintains public trust and confidence in The Hospice of St Francis.			
Last updated by	CEO	Date/Time	September 2026