

Job Title	Executive Assistant
Working pattern/hours	37.5 hrs per week (full time)
Location	WECIL Office
Salary Banding	5 Co-ordinator, Advisor
Salary Range	£25,621 – £28,287
Responsible to	Chief Executive Officer
Responsible For	Reception Administrator

Role Purpose

To support the Chief Executive Officer (CEO) and Senior Leadership Team (SLT) in the management of their complex diaries, the Trustees in scheduling and servicing Governance meetings, providing scheduling, administrative and logistical support, contributing to internal and external communications, and project managing cross-cutting initiatives. As Executive Assistant you will work alongside the three elements of senior leadership at WECIL and help to build stronger processes and culture which ensure that WECIL is well managed and that the Trustees can provide effective user-leadership to one of the country’s largest Disabled People’s Organisations.

Key tasks or duties:

- Liaise on a daily basis with the CEO and SLT (Head of Children & Young People’s Services, Head of Commercial & Social Enterprise, Head of Community Services) to support their work, including scheduling and planning.
- Diary and meeting management, such as booking meeting rooms, scheduling online meeting spaces, sending invitations, ensuring necessary equipment is ready.
- Preparation of agendas, presentations, document packs and data for Trustee Board and SLT meetings, ensuring information is clear and accessible for all attendees, while also taking minutes.
- Follow up meetings with necessary actions, recording all updates or changes.

- Maintain and improve team processes and working culture, including improved use of SharePoint, MS Teams and other IT, and refreshing team skills, training and processes.
- Coordinate and lead cross-cutting tasks such as preparation of the Annual Report.
- Coordinate the head office, including liaison and contract management with the office provider, purchasing equipment, and arranging visitors' access and room bookings.
- Manage elements of the CEO's inbox including responding to letters, emails, meeting and information requests.
- Act as Secretary to the Board of Trustees, writing minutes, maintaining governance and compliance records and coordinating logistics and papers for Board Meetings and the AGM.
- Managing the Register of Members, Register of Trustees and Register of Trustees' Interests.
- Ensure that WECIL's online and physical filing systems are effective, searchable and free from outdated or superseded documents.

Supervision:

Responsible to: Chief Executive Officer

Responsible for: Reception Administrator

Accountability:

- WECIL's main point of expertise in use of Office Systems, such as use of SharePoint, MS Teams and other IT
- Effective scheduling of CEO and SLT's diaries
- Ensuring compliance of CEO, SLT and Trustees with all aspects of GDPR and data security
- Ensuring timely returns of statutory documents, such as annual returns to Companies House and the Charity Commission

Independence of Action:

- To manage own workload to meet the needs of CEO, SLT and Trustees, subject to regular review with CEO at 1-2-1 sessions

Relationships:

- Daily liaison with CEO and SLT
- Primary point of contact for Trustees regarding all matters of Governance
- Contact with people from external organisations to receive and pass on information and schedule meetings on behalf of the CEO and SLT
- Contact with external bodies including Charity Commission and Companies House for the purposes of Annual Returns and updates to Governance information

Budget Responsibilities:

None

Environmental Responsibilities:

To support the work to achieve WECIL's Climate Action.

WECIL Employee Responsibilities:

- To maintain accurate records using Civi CRM Database
- Use of Microsoft Office package
- Taking a person-centred approach to handling customer demand as it comes into WECIL
- Responsibility and care of equipment required to carry out the role
- Ensuring that the agreed processes are followed and are suitable to Disabled people's needs
- Promoting the Social Model of Disability, supporting Disabled people to overcome any barriers they face and empowering them to have choice and control over their lives
- An understanding of inclusion and the need to treat people from all backgrounds with dignity
- Ensuring services are as accessible as possible to the widest range of people e.g. providing information in a range of formats, providing translating and interpreting as required
- Work within WECIL's GDPR and Data Security Policies

- Implementing WECIL’s Safeguarding Policy and taking a proactive approach to ensuring all everyone who access the service is safe, and any Adults at Risk are identified and supported
- Uphold WECIL’s Equal Opportunities Policies and ensure effective implementation in all relevant aspects of service delivery and staffing
- Act at all times within WECIL’s rules, policies, procedures, Standing Orders and Financial Regulations and any other statutory requirements
- Observe WECIL’s Code of Conduct at all times and advise any suspected breaches to the Line Manager
- To undertake training and development opportunities as required.
- To attend staff and team meetings as required
- To collaborate with internal and external stakeholders to help Disabled people achieve what matters to them
- Mentoring and supporting new members of staff and colleagues
- Time management of work-load to ensure contract KPIs and WECIL OKRs are met for the Team

Person Specification

Essential Skills and Experience

- Extensive experience in providing high-level administrative support to SMEs, charities or similar
- Extensive experience in providing personal administrative support to senior colleagues
- High-level proficiency in office computer systems, including managing cloud storage, online meeting systems, diary and email management, ability to create and populate documents, use internal databases and online platforms
- Experience of management of senior colleagues' diaries
- Experience of management of senior colleagues' inbox, including use of own initiative and know when to respond to emails on their behalf and when to escalate emails to senior colleagues as a priority
- Knowledge of Social Model of Disability – all roles at WECIL require a commitment to working through the Social Model, including use of language and attitude towards others
- Commitment to Equality Diversity and Inclusion
- Good customer service and communication skills including empathy and listening in person, over the telephone, online meetings and in groups with the ability to adapt communication style to meet the needs of the audience
- Attitude of complete discretion and confidentiality with regards to colleague's communication and files
- Good understanding of GDPR/Data Security and confidentiality rules and guidelines
- Ability to be flexible, reflective and solution focussed when problem solving and to adapt to changes in environment, work and circumstances
- Proven ability to work independently, effectively plan and manage time and work load to meet deadlines

Desirable Skills and Experience

- Previous Personal/Executive Assistant experience
- Working in a charity providing direct support to a Board of Trustees
- Working within user-led organisations and understanding the characteristics of their governance
- Performing role of Company Secretary including Annual Returns