Job Profile Executive Assistant to CEO

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| Reporting to | Chief Executive | Job Level: |
| Service Area | Central Services/ Administration | * Entry level/Ancillary * Service Delivery * First Line Manager/Qualified Practitioner/ Specialist * Manager/Clinical Supervisor/Senior Specialist * Senior Operational Management * Strategic Leadership |
| Location | Reed House, Hove (with some home working and travel across localities) | |
| Contract | Permanent, 30-37 hours a week | |

Where you fit

# Job Purpose

To provide proactive executive level support to the Chief Executive. This role sits at the heart of YMCA DownsLink Group, making a direct contribution to the future development of the organisation. The role acts as a key interface between the CEO and other teams, and with the Board of Trustees. It works closely with the Trustee Chair and Company Secretary to develop the effective and efficient governance of our YMCA, and oversees the management of Reed House, our Hove-based HQ.

# About us

YMCA DLG stands together with children and young people who are at risk; keeping them safe, supporting their emotional wellbeing, and enabling them to belong, contribute and thrive in their local community.

We work to prevent youth homelessness across Sussex and Surrey and provide a home to 763 young people every night. We reach a further 10,000 young people and their families through our other key services, such as counselling, support and advice, mediation, and youth work.

We are a member of the YMCA Federation of England **and** Wales and are guided by their vision of *‘transforming communities, so all young people can belong, contribute* ***and*** *thrive’.* This vision reflects the original Christian foundation of the YMCA, but with a clear emphasis on being an inclusive organisation. Our values of *we welcome all, we inspire, we support, and we speak out* guide us in all our actions.

# Responsibilities

## Governance Support (approx. 40%)

1. Organise the schedule of Trustee and associated Committee meetings
2. Develop agendas for Trustee and Committee meetings on behalf of CEO and Chairs, and advise management on content and organisation of reports or presentations for meetings
3. Collate, edit, organise and distribute such information, documents or other papers as may be required for meetings (via our intranet, MACY)
4. Facilitate the smooth operation of all Trustee Meetings and Committee meetings, ensuring that all meetings are minuted, and a comprehensive record of actions agreed are maintained and followed up and reported on at the appropriate subsequent meeting
5. Communicate Trustee meeting and Committee decisions to those required to implement them, ensuring that actions and tasks assigned are managed appropriately and to the required timetable, reporting back as required
6. Working with the Company Secretary to develop a full understanding of the Codes of Governance as they relate to housing associations and charities, so that all regulatory requirements are always adhered to
7. Plan as appropriate Trustee Development sessions in conjunction with the CEO and Chair, whilst maintaining records of Members mandatory training to ensure compliance
8. Support the CEO and Chair around recruitment of new Trustees, and facilitate their induction and development
9. Support the Company Secretary and Head of Quality and Compliance to develop any necessary statutory registers and respond to requests for information and ensure that formal documentation is filed with appropriate bodies, as required.

## EA duties (approx. 40%)

1. Provide proactive EA and administrative support to the CEO, including:
   1. diary and email management, reviewing incoming correspondence and acting as appropriate; drafting emails and documents, collecting and analysing information, initiating communication with key stakeholders and supporting the wider Leadership Team.
   2. event and meeting logistics (in-person and virtual using MS Teams and Zoom), organising regular meetings and events, including recording minutes/actions, and liaising with external partners.
   3. Monthly expense reconciliation and submission on behalf of CEO.
   4. Stakeholder management, work closely with people across the Group and externally (trustees, commissioners) to maximise collaborative working.
   5. preparation of reports and presentations, proof reading and formatting within YMCA DLG brand guidelines.
2. Coordinate fortnightly Leadership Team meetings, and monthly Senior Management Team meetings, drafting agendas, advising on content, minuting meetings, and maintaining a comprehensive record of actions agreed (and ensuring these are reported on in a timely way)
3. Provide project management assistance on strategic projects initiated by the CEO and other members of the Leadership Team, managing the status, resources and timelines for all items
4. Preparation of reports and briefings for the CEO prior to internal and external meetings, and travel
5. Collaborate with broader YMCA DLG on special organisation-wide events including staff conferences, fundraising events, etc.

## Administration Support (approx. 20%)

1. Provide line management support and supervision to the Office Coordinator and support the efficient running of Reed House, the Hove-based HQ of YMCA DLG.
2. Attend the Administrators Forum to share and develop best practice about administration tools and platforms within DLG.
3. Work as an integral member of the central administration team, working collaboratively with the PA to Operational Directors and Office Coordinator to ensure a smooth service, including providing cover for reception when needed (along with other administrators).

## General

1. Participate in relevant continuing professional development opportunities provided by YMCA DLG.
2. At all times comply with YMCA DLG policies and procedures (including Safeguarding, Data Protection and Equality and Diversity) and abide by the Code of Conduct.
3. Carry out any other appropriate duties as directed by the CEO.

# Person Specification

## **Knowledge and Experience**

* Significant experience of providing high level PA/administrative support to senior managers in a medium size/complex organisation, with a high level of delegated authority and autonomy
* Project management experience, to ensure tasks and actions are delivered on time
* Experience of working in the charity/supported housing/therapeutic services sectors (desirable)

## Skills and Abilities

* Excellent administrative and organisational skills
* Ability to work expertly and effectively in a dynamic, deadline-driven, high-pressure environment
* Excellent communication skills, both verbal and written
* Detail-orientated and ability to prioritise and multi-task
* Excellent professional standards, discernment and discretion when taking care of sensitive information
* Ability to establish relationships with all internal and external stakeholders, including staff, trustees, donors, service commissioners and statutory/third sector partners
* A flexible, pro-active and solutions approach to challenges: high tolerance for ambiguity
* Excellent IT and digital skills, including high proficiency in using the MS Office 365 package and maximising the use of systems to aid project planning and communication in a hybrid work environment
* Track record of demonstrated ownership through responsibility and accountability for end projects

## Qualifications and Training

* Relevant CPD training/work experience relating to PA/Administrative/Governance support

## Employee Declaration

I have read, understood and agree to the expectations of the role as outlined in this job profile.

**Name: Signed: Date:**