

1. Job details	
Job title	Executive Assistant
Salary band	Band 4
Accountable to	Chief Executive's Business Manager* (dotted line to Executive Management Directors/ The Prior / Senior Volunteer / Dean)

2. Job summary
<p>The Executive Assistant (EA) provides a high level administrative support to their respective Executive stakeholder(s) and where required, their senior management team. Representing the stakeholders in a confident and engaging manner, the EA supports them to undertake their roles efficiently and effectively. This role requires personal resilience, the ability to manage and build and maintain relationships with senior stakeholders — both internally and externally, and the ability to operate under pressure and work in collaboration with other Executive Assistants and other departments such as HR, Finance and IT. Due to the nature of this role the EA must be able to handle confidential information and understand the need demonstrate a professional and approachable image at all times.</p> <p>The EA will also undertake tasks and activities specific to the part of the organisation / Directorate that they support, be involved in ad-hoc or ongoing business workstreams and may be required to support broad cross functional activities.</p>

3. Main duties and responsibilities	
1	Provide administrative support to the key Stakeholder including, preparing agendas, meeting papers and minutes, budget administration and responding to internal and external enquiries (e.g. screening and managing telephone calls, email and post and handling them when appropriate, preparing correspondence and writing letters).
2	Proactive responsibility for management of correspondence and issues requiring follow up action, including drafting reports and replies and using initiative to respond to correspondence, e-mail and other queries. Ensure that the stakeholder is fully briefed and has all of the necessary context and background to act promptly on matters.
3	Overview of calendar and ensuring papers and actions are prepared for upcoming meetings. Work with the Diary & Admin Coordinators on meeting scheduling and supporting activities; invites, agendas, etc. Ensure that stakeholder(s) are fully briefed and prepared for meetings
4	Proactively organising and supporting team meetings including scheduling of meetings, arranging venues, inviting attendees and speakers, gathering papers and issuing agendas e.g. departmental away days, management meetings and 1-2-1s.
5	Collation and editing of management reports for Chief Executive's Board report and other board papers. Ensure that Business Plans and Risk registers are updated – information that needs to be collated from others is done so in timely and positive manner.
6	Preparation of reports, presentations and documents as needed, proactively source, research and collate necessary information requiring minimal direction from stakeholder(s). Ensure that all documentation presented to/for stakeholder is accurate, professional, formatted corrected and meets communication or other internal standards.
7	Liaise with other departments on behalf of the key stakeholder to ensure delivery against objectives. Establish strong networks, create productive relationships within all departments, and develop an understanding of the application and implementation of SJA policies and procedures.
8	Work collaboratively with other EAs as a team, look at ways to improve and deliver service, ensure Executive Team & Senior Volunteers receive high and consistent level of service and continuity of cover.
9	Provide ad-hoc support to senior managers within the team, on request. Participate in cross functional projects, programme boards, forums, Directorate specific support activities and ad-hoc projects where necessary.
10	Preparation of initial drafts of procedure and process documents (e.g. Business continuity policy) and preparing communication collateral as required (e.g. newsletters, handouts and posters)
11	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

4. Person specification			
This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.			
Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
Education and qualifications			
Educated to GCSE level or equivalent, including English & Maths (Grade C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Further or higher education or equivalent (can include administrative qualifications)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
Experience			
A proven track record of providing high level administrative support to a senior Executive office holder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Managing professional verbal and written communications to senior stakeholders, and dealing proactively with correspondence and queries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Working with highly complex and detailed information, and being able to analyse, interpret and disseminate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Able to handle sensitive and confidential information appropriately and discretely	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Working effectively within a highly complex, matrixed environment with multiple types of stakeholders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Skills, Knowledge & Abilities			
Excellent interpersonal skills with the ability to influence effectively at all levels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Ability to manage busy and demanding schedules, and effectively prioritise work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to manage and resolve conflicting priorities and stakeholder concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Excellent project management, planning and organisation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
High level of Administration skill – is able to produce, edit, amend, store, create documents and reports and plan through the use of MS applications – Word, Excel, Powerpoint and Office 365.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Able to write high quality and detailed reports and documents that contain complex, sensitive or contentious information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to network and build and maintain positive relationships, and be self aware about impact on others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Ability to evaluate risks, anticipate difficulties and successfully resolve them	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Motivation			
Ability to work on own initiative and highly motivated to achieve both personally and through the team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
High level of integrity, is flexible and adaptable and inspires trust and confidence from others. Is an advocate for the organisation and their Key stakeholder..	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to remain calm, controlled and professional at all times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

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