

<b>Job Title:</b>	Executive Assistant – Director of Priory & International Affairs		
<b>Reporting to:</b>	CEO's Business Manager	<b>Job Band:</b>	Band 4
<b>Direct Reports:</b>	0	<b>Size of Team:</b>	10

The Executive Assistant (EA) provides high-level administrative support to their respective Executive stakeholder(s) and where required, their senior management team. Representing the stakeholder 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 to demonstrate a professional and approachable image at all times.

The Director's responsibilities include the upkeep of historic buildings and the Museum of St John as well as supporting other St John Associations overseas and the St John Fellowship. An interest in or experience working with heritage and historical institutions will be an advantage.

## Key Responsibilities

- 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).
- 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 the necessary context and background to act promptly on matters.
- Overview of calendar and ensuring papers and actions are prepared for upcoming meetings. Work with other coordinators on meeting scheduling and supporting activities; invites, agendas, etc. Ensure that stakeholder(s) are fully briefed and prepared for meetings
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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)
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

## You will

- Ability to work on own initiative and highly motivated to achieve both personally and through the team
- High level of integrity, is flexible and adaptable and inspires trust and confidence from others. Is an advocate for the organisation and their Key stakeholders

## 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	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C) including Maths & English	✓	
<b>Experience</b>		
A proven track record of providing high level administrative and events support to a senior Executive office holder including liaison with high profile persons and/or royal households.	✓	
Managing professional verbal and written communications to senior stakeholders with knowledge of correct protocols as well as dealing proactively with correspondence and queries	✓	
Working with highly complex and detailed information, and being able to analyse, interpret and disseminate as appropriate	✓	
Able to handle sensitive and confidential information appropriately and discretely	✓	
[Enter Requirements here]	✓	
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with the ability to influence effectively at all levels		✓
Ability to manage busy and demanding schedules, and effectively prioritise work	✓	
Ability to manage and resolve conflicting priorities and stakeholder concerns		✓
Excellent complex project management, planning and organisation skills	✓	
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.	✓	
Ability to evaluate risks, anticipate difficulties and successfully resolve them		✓
Knowledge of working with international time zones and cultures, as well as an appreciation of ceremonial events		✓

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: MM

Date of preparation: 30/11/18



## BE PART OF A LIFE SAVING TEAM

