**Job Description**

**Job Title:** Executive Assistant to the Chief Executive Officer

**Base Location:** The Brain Charity, Norton Street, Liverpool, L3 8LR

**Responsible to:** Head of People

**Summary of role:**

The Executive Assistant to the CEO is a strategically important role within the organisation and imperative to the success of the charity.

A key objective of the role is to alleviate time pressure on the CEO, but also to support the Board of Trustees and Senior Leadership Team in areas of joint or strategic need.

The EA to the CEO not only fully understands the strategic objectives of the organisation, they also proactively identify business needs and opportunities to ensure that those objectives are achieved.

The proactive nature of the role involves scouring the CEO’s activities and their own work patterns for any inefficiencies to maximise their time. And in turn, this helps the charity to maximise its return on its investment in the CEO.

The Executive Assistant to the CEO holds a unique and privileged position within the organisation, whereby the nature of their role means that they have detailed knowledge of, and productive working relationships within, all areas of the charity and with its external stakeholders.

Aiding positive communications is another vital role and the EA must always act as the eyes and ears of the CEO, which means being alert to potential issues, conflicts, or any other information that may be helpful. This close partnership with the CEO requires a high level of loyalty to the CEO and belief in the strategic aims.

The EA will also provide executive personal assistance to the CEO, and secretarial support to Senior Leadership Team and Chair of the Board of Trustees.

**Key Duties and Responsibilities:**

**Task management**

* Open, sort and distribute the CEO’s mail including electronic mail, advising on any urgent matters.
* Assist with preparation for and follow up actions from meetings attended by the CEO.
* Act as a gatekeeper of the CEO’s time by managing face-to-face visits, e-mails, and telephone enquiries.
* Enhance and streamline processes and procedures relating to the work of the CEO.
* Manage and respond to straightforward correspondence on behalf of the CEO and produce draft replies for more complex issues.
* Manage the timeliness of the CEO’s responses to internal and external queries and communications.

**Research:**

* Undertake specific research projects to support work on key strategic developments.
* Research and report back to the CEO on a range of ad-hoc issues as required.
* Assist in the collation and preparation of statistics, management information and reports as required by the CEO.

**Administrative:**

* Distribute agendas, minutes and other relevant meeting documentation as required.
* Work with the Chair, the CEO and the Secretary of the Board of Trustees to Co-ordinate Trustee Board meetings.
* Co-ordinate the completion of the quarterly reporting dashboard through collation of all data and info from Department Heads/Managers.
* Manage the diary of the CEO including organisation of itineraries (including arranging appropriate travel and accommodation if needed).
* Liaise with external stakeholders visits and prepare meeting schedules.
* Maintain the CEOs electronic & hard copy filing systems.
* Screen incoming calls as necessary and deal with general enquiries or transfer as required.
* Proofread and edit the written work of the CEO.

**Communications:**

* Act as the go-to person when the help of the CEO is needed at senior level.
* Organise events (internal and external), including refreshments as required.
* Compile letters on behalf of the CEO.
* Support the CEO in preparing PowerPoint presentations for meetings and events.
* Prepare and publish social media posts on behalf of the CEO.
* Interact with colleagues, service-users and the wider community as a representative of the CEO as and when required.
* Create communications that benefit the CEO’s standing externally and within the organisation.

**Relationship Management:**

* Liaise with a wide variety of stakeholders both internally and externally, to maintain positive relationships for the CEO.
* Act as a conduit between the CEO and their direct reports to ensure internal activity can be filtered and dealt with freeing up CEO time and capacity.
* Provide the CEO with briefings and background information on key stakeholders prior to meetings.
* Act as a gatekeeper of people wanting to use the CEO’s time.

**Other**

* Work to The Brain Charity’s policies and procedures.
* Actively support promotional and fundraising events for The Brain Charity, attending a minimum of 1 fundraising or client-focussed event over the course of a year.
* Assist and support volunteers within the team as and when required.
* Carry out any other reasonable tasks which may be required by the charity from time to time.
* Regularly provide cover for all aspects of the department you belong to during any absence relating to your colleagues.

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **Area** | **Detail of requirements** | **Essential / Desirable** |
| Qualifications | Educated to A-level or equivalent.  Educated to degree level or equivalent. | E  D |
| Skills & Abilities | Excellent IT skills.  Accurate record keeping and report writing.  Digitally savvy in social media platforms.  Confident in decision making.  Can work independently and proactively with little supervision or direction.   Excellent time management skills.   Clear, concise and effective writing skills.   Clear, accurate and effective verbal communication skills.  Ability to predict and plan ahead. | E  E  E  E  E  E  E  E  E |
| Knowledge & Experience | A minimum of 3 years experience in an Executive Assistant or similar role.  Excellent written and verbal communication skills.  Strong time-management skills and an ability to organize and coordinate multiple concurrent projects.  Proficiency with office productivity tools and an aptitude for learning new software and systems.  High levels of flexibility and adaptability.  Ability to maintain confidentiality of information related to the company and its key stakeholders. | E   E  E   E   E  E |
| Other | Satisfactory completion of an enhanced DBS Check.  Commitment to the Mission and Values of The Brain Charity. | E  E |

**Our Mission & Values**

**Our mission**

Our mission is to enable all those affected by neurological conditions to live longer, healthier, happier lives.

We will fight together for an inclusive and just society: a world where stigma, hardship and isolation are replaced by compassion and understanding.

**Our values**

The Brain Charity strives to apply the following values in its work:

**Kindness**

We genuinely welcome everyone to our charity and believe that each person has a unique talent and the ability to make the world a better place.

**Commitment**

We will travel side by side with everyone throughout their journey no matter how complex, how long or how difficult. We roll up our sleeves whenever and wherever we need to.

**Authenticity**

We accept and understand that the broadness of our own diversity and personal experience impacts directly on the level of quality and passion delivered within our services.

**Courage**

We will challenge the status quo, welcome change and bravely take on any new challenges in the spirit of adventure.

**Optimism**

We believe that equality for people with neurological conditions is now within reach and we will strive each and every day until prejudice and lack of opportunity are removed from our society.