

Support Services: Executive Assistant to the SMT

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Job Description

Post title	Executive Assistant to the SMT
Hours of work	37.5 per week Job share/hybrid/flexi hours considered
Salary	£ 27,000 - £30,000 FTE dependant on experience
Holiday entitlement	25 days annual leave plus statutory bank holidays
Based at	Accommodation Concern – 7 Meadow Road
Accountable to	Senior Director
Direct reports	None

Purpose of the Job

To provide proactive, high-level executive and administrative support to the Senior Management Team (SMT), ensuring the smooth running of leadership operations and the wider charity. The post-holder will act as the linchpin between SMT members, staff, volunteers, external partners and stakeholders, enabling leaders to focus on strategic priorities while maintaining robust governance, compliance and operational excellence.

Main Responsibilities:

Executive & Leadership Support

- Complex diary, travel and inbox management for the SMT, including prioritising conflicting demands and anticipating requirements.
- Prepare agendas, briefings, presentations and high-quality minutes; follow up on actions to keep projects on track.
- Draft, proofread and dispatch correspondence on behalf of SMT, exercising professional judgement and discretion.

Office & Administration Management

- Maintain an organised digital and paper filing system (SharePoint, SMT drives) and act as first point of contact for leadership enquiries.
- Coordinate internal and external meetings, events and workshops, arranging venues, technology and catering as required.
- Oversee stationery, equipment and uniform stock; order supplies and liaise with suppliers, maintaining cost-effective purchasing records.

Human Resources & People Operations

- Administer the HR System (Breathe): create and maintain employee and volunteer profiles, working patterns, holiday entitlements and documentation.
- Work with the Business Director to coordinate recruitment campaigns, onboarding and induction programmes, maintaining trackers and ensuring documentation is complete.

Training & Development Coordination

- Set up new starters on the Charity Learning Consortium (CLC) and Wiser Adviser platforms and assign mandatory training modules.
- Maintain the training matrix, send monthly compliance reports to the Operations Director and chase outstanding modules.
- Record training, including expenditure, reconcile invoices and support the Finance team with purchasing documentation.

Volunteer Administration

- Support volunteer recruitment, onboarding and record-keeping, mirroring staff processes and maintaining the volunteer onboarding spreadsheet.

Trustee & Governance Administration

- Provide full secretariat support to the Board of Trustees: coordinate annual meeting schedules, compile and circulate papers, and take accurate minutes.
- Work with the Chair to draft agendas and ensure meetings comply with constitutional and Charity Commission requirements.

- Maintain the Board action log, track completion and highlight overdue items.
- Record Trustee attendance, maintain registers of interests and monitor mandatory training and induction completion.
- Keep statutory filings, trustee records and policy reviews up to date, ensuring ongoing compliance.

Compliance, Governance & Risk

- Manage Enhanced DBS checks through Matrix Screening and monitor renewal cycles.
- Act as COSHH administrator: maintain risk assessments and Safety Data Sheets, conduct monthly audits and ensure compliance.
- Uphold GDPR, confidentiality and safeguarding standards, handling sensitive data with utmost discretion.

Facilities & IT Coordination

- Liaise with remote IT support to set up hardware and user accounts; maintain equipment and key inventories and conduct monthly key-safe audits.
- Ensure new starters have appropriate hardware, software, keys and workspace prepared.

Project & Event Support

- Undertake research, analyse data and draft reports or presentations to inform SMT decision-making.
- Work with the Business Director to organise staff events, outreach activities and recognition initiatives (e.g., birthdays, leavers and special occasions).

Culture & Values Ambassador

- Model the charity's values of integrity, honesty, professionalism and non-judgemental service.
- Foster positive relationships across the organisation and with external partners, demonstrating empathy, humour and resilience.

Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.

This job description may be subject to review in light of the developing organisation and in consultation with the post holder

Person Specification

Education & Qualifications

- Degree Level Qualification
- IT Qualifications or relevant experience
- High level of written and verbal English skills

Desirable

- CIPD Level 3 HR Support or Equivalent

Experience

- Experience in a high level administrative, personal assistant, advisor role or in public affairs, campaigning or similar role.
- Excellent and wide ranging organisational skills and sound experience in a supporting role.
- Managing complex diaries and confidential information.

Desirable

- Experience of working in the voluntary sector
- Project management support

Knowledge and Understanding

- Extensive knowledge and abilities including Microsoft Office, Outlook, SharePoint, Word, Excel, PowerPoint and internet research
- Knowledge of project management and full cost recovery.
- Knowledge of HR and organisational policy
- Knowledge of VCSE organisations and the challenges they face
- Ability to develop and facilitate workshops, meetings and events addressing complex issues
- Ability to manage contractors (e.g. office maintenance)

Desirable

- Knowledge of Breathe or similar systems
- COSHH and H&S awareness
- Knowledge of project management and full-cost recovery

Aptitudes and skills

- Excellent communication skills, particularly the ability to communicate clearly and concisely to a range of audiences.
- Excellent writer, able to present information in various formats e.g. reports, briefings, presentations, online.
- Ability to understand, analyse, present and discuss information and to prioritise this and the actions arising from it
- Accurate minute taking and an ability to process complex information quickly
- Attention to detail and ability to adhere to branding guidelines
- Ability to respect the confidentiality of working with sensitive personal data
- The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services
- Ability to work independently and within a team whilst working professionally, innovatively and diligently with at a collaborative approach to work

Personal Attributes

- Excellent organisational, planning and time management skills with the ability to prioritise and juggle conflicting demands
- A flexible approach to work with the ability to adapt to a fast-paced, ever-changing environment yet meet deadlines.
- A willingness to accept accountability and be pro- active in seeking responsibility
- An understanding of and empathy with the needs and wishes of our clients
- To have a sense of humour, be personable and accept that things won't go as you think
- Able to work flexible hours to meet business needs including occasional late meetings.