

Job Description **Executive Assistant**

Reporting to	Chief Executive Officer	Service Area	Central Services
Location	Redhill	Contract	35 hours per week Permanent
Salary Range	£35,530		

About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

Our three core areas of work are:

- Children & Young People
- Housing
- Health & Wellbeing

Job Purpose

This role is central to the effective functioning of the executive office, providing comprehensive support to the CEO within the Central Services directorate. The Executive Assistant ensures the smooth operation of the CEO's office, enabling strategic focus and effective organisational leadership.

This role requires excellent project management and organisational skills, as well as the ability to communicate effectively at all levels.

Job Profile

Diary & Meeting Management

1. Coordinate the CEO's complex schedule, schedule appointments, and arrange meetings
2. Prepare agendas and take accurate minutes for Board, committee, and senior leadership meetings along with other grouping as necessary
3. Organise meeting logistics including room bookings, video conferencing, and catering
4. To organise all business travel arrangements for the CEO (and SLT members, where requested by the CEO)

Communication & Correspondence

5. Act as the first point of contact for the CEO with internal and external stakeholders. To help nurture positive relationships between the CEO, YMCA and all high-level stakeholders.
6. Draft, prepare, and handle correspondence, reports, presentations, and other documents, maintaining accuracy and quality standards
7. Manage confidential information with the utmost discretion and integrity

Governance Support

8. Assist with Board and committee administration
9. Prepare and distribute meeting papers, maintain accurate records, and support governance processes
10. Ensure follow-up on actions from governance meetings

Project & Event Support

11. Undertake research and prepare briefing materials for strategic initiatives
12. Support the CEO in planning and delivering organisational events (AGM, VIP visits, project launches and training events)
13. Assist with the coordination and delivery of our annual programme of Community Fundraising and Challenge Events, encouraging corporates to engage in the YMCA's Challenge and Community Fundraising programme and to choose the YMCA as their Charity of the Year
14. Carry out specific project-based pieces of work such as coordinating the set-up of systems and equipment at new facilities such as Marketfield Community Hub

Administrative Excellence

15. Maintain accurate electronic and paper filing systems predominantly using SharePoint; safeguarding confidential documents and data, ensuring they are accessible only to authorised individuals
16. Coordinate one-to-ones and appraisals for CEO's direct reports
17. Process expense reports and support with financial administration
18. Ensure compliance with YMCA policies and procedures
19. Attend YMCA East Surrey staff meetings, training and staff development events, as appropriate, to ensure continuous professional competence and development
20. Undertake any other duties and responsibilities reasonably requested by your line manager

Key Working Relationships

- CEO and Senior Leadership Team: Daily liaison, providing direct executive support and information management
- Trustees and Committee Members: Professional coordination, preparation and distribution of governance materials
- External Stakeholders (partners, donors, corporates): Professional representation of the CEO and YMCAES, relationship facilitation
- Staff across YMCAES: Collaborative working to ensure organisational coherence and information sharing

Scope and Limits of Authority

Decision Making and Limits of Authority:

- Planning and prioritising own workload and determining daily priorities
- Making recommendations on administrative processes and systems improvements
- Acting with delegated authority on the CEO's behalf for routine matters and correspondence
- Handling sensitive queries as first point of contact for the CEO's office

Specialist Resources:

- Providing specialist executive and administrative support to the CEO
- Offering guidance on governance processes and meeting protocols

Information and Communication Resources:

- Maintaining the CEO's office systems, confidential files, and key organisational records
- Managing distribution lists and communication channels for the executive office

Person Specification

Knowledge & Experience

- **Desirable:** Knowledge of governance/Board administration
- **Desirable:** Experience in charity/non-profit sector
- Proven experience as an Executive Assistant supporting senior leadership or similar equivalent level of experience
- Excellent organisational and time-management skills
- Proficiency in Microsoft Office and digital collaboration tools
- Project management experience
- Knowledge of good safeguarding procedures in relation to children and young people, and the ability to maintain effective professional boundaries
- Understanding of, and commitment to equality, diversity and inclusion

Skills & Abilities

- Excellent written and verbal communication skills
- High level of discretion handling sensitive information
- Ability to work independently and collaboratively in a team environment
- Ability to prioritise effectively and remain calm under pressure
- Demonstrate a positive can-do attitude
- Ability to build and maintain strong relationships with all stakeholders
- Professional, approachable and adaptable
- Proactive with initiative and problem-solving ability
- Committed to YMCAES values and mission

Qualifications & Training

- **Desirable:** Professional training/qualification in business administration or IT

Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in this job description

Name:

Date:

Signed: