

Role Description

Job title:	Executive Assistant to Chief Executive
Team:	Operations
Line manager:	Chief Executive
Direct reports:	None
Key internal relationships:	<ul style="list-style-type: none"> • Chief Executive • Other members of the senior management team (SMT) • Christian Concern staff team • Christian Legal Centre team
Key external relationships:	<ul style="list-style-type: none"> • Church leaders • Leaders of other Christian organisations • Journalists • Public figures • Parliamentarians and public officials • Supporters and donors

Purpose

We're a growing movement of Christians passionate about seeing the love, justice, truth, freedom and hope of Jesus at the heart of society. We need an exceptional Executive Assistant to support our Chief Executive and act as a friendly but effective gate-keeper, facilitating her role in leading the organisation, empowering others and engaging in the public square.

Main responsibilities

- 1 Managing Chief Executive's correspondence – for example:**
 - Handling phone calls, emails and letters addressed to the Chief Executive
 - Drafting responses, or coordinating drafting of response by others, where directed
 - Coordinating the sending of cards and gifts (e.g. 'thank you's', Christmas, other occasions)
- 2 Managing Chief Executive's documents, records and filing – for example:**
 - Maintaining and improving paper-based and electronic filing systems for the Chief Executive
 - Ensuring that all relevant documents and correspondence is filed in an accessible, efficient and secure manner
 - Assisting the Chief Executive with expense claims, management of receipts and other financial records
 - Assisting the Chief Executive in ensuring that data and privacy protections are implemented, and that information is securely held or destroyed
- 3 Managing Chief Executive's contact records – for example:**
 - Ensuring Chief Executive's contact records are kept up to date
 - Ensuring that information is synchronised with other contact records within the organisation
- 4 Proactively managing and organising Chief Executive's diary – for example:**
 - Arranging appointments and meetings on behalf of the Chief Executive
 - Managing requests for meetings, in line with agreed parameters and priorities

- Ensuring adequate time built in for planned / routine work, and internal planning and review
 - Ensuring adequate time built in for travel
 - Assisting the Chief Executive with weekly and monthly planning, reminding of deadlines and appointments and work that needs to be completed
- 5 **Providing support to Chief Executive and others for meetings and appointments– for example:**
- Ensuring that meeting rooms, venues and catering are organised, as needed
 - Ensuring that suitable travel and accommodation bookings are made, as needed
 - Preparing meeting details and key facts in easy-to-digest format
 - Preparing briefing notes / documents to assist Chief Executive in preparation
 - Identifying and preparing relevant materials for the Chief Executive to distribute at meetings
 - Compiling and distributing meeting agendas, minutes and notes for various meetings
- 6 **Providing research support and preparing briefings, presentations and articles – for example:**
- Assisting with research and preparation for media appearances, conferences, speaking events, meetings with public figures, journalists and church leaders, supporters and donors.
 - Working with others in the Christian Concern staff team to ensure that relevant briefings, PowerPoint presentations, and materials are drafted, reviewed and produced in good time
 - Drafting and proof-reading speeches, articles, social media posts and scripts for video and audio, for use by Chief Executive
 - Liaising with communications team to ensure that media appearances are captured, publicised and logged
 - Representing the Chief Executive at internal and external meetings, as directed
- 7 **Assisting the Chief Executive in team management responsibilities – for example:**
- Liaising with Chief Executive’s direct reports and acting as point-of-contact
 - Organising catch-up, planning and review, and team meetings
 - Liaising with team leads to ensure that deadlines are agreed and met
 - Liaising with Christian Legal Centre team to facilitate effective client and case management
 - Organising and assisting with annual reviews
- 8 **Providing the Chief Executive with technology and training assistance – for example:**
- Liaising with our office and technology teams to ensure the Chief Executive’s technology and devices work effectively
 - Providing first-level IT support or ensuring that such support is provided
 - Ensuring that the Chief Executive has access to effective training and assistance with tools and technology that may help her in her role.
- 9 **Assisting the Chief Executive and other team members with other duties – for example:**
- Assisting with events and conferences
 - Maintaining and developing relationships with external stakeholders, including church leaders, donors, supporters and public figures
 - Providing research support
 - Explaining and promoting the work of Christian Concern to external stakeholders
 - Ensuring that travel and accommodation arrangements are made for other staff team members
- 10 **Carrying out other reasonable duties as required – for example:**
- Other reasonable activities necessary to ensuring that the work of Christian Concern and the Christian Legal Centre is carried out effectively

Priorities

To succeed in this role, you'll need to deliver support to our Chief Executive that is:

- **Highly-rated and trusted by our Chief Executive:** we want our Chief Executive to be saying things like:
 - 'Always three steps ahead of me in terms of thinking through and making suitable arrangements, does the thinking for me so I don't have to, proactively manages situations weeks in advance, thinks as I would think in the situation'
 - 'Facilitates and expands what I am able to achieve, proactively helps me to keep to the big priorities the big priorities and liberates me to achieve them'
 - 'On my side, has my best interests at heart, a joy to work with'
 - 'Organised and efficient'
 - 'Respectful and appropriate, pleasant to be with but not over-familiar, recognises boundaries'
 - 'Driven, assertive, gets things done but not controlling or aggressive'
 - 'Unflappable, calm, no fuss'
- **Respected and appreciated by our staff team:** we want you to gain the trust and respect of our staff team and for them to recognise that your role helps them in theirs. We don't want them to feel that they have to try to bypass you, or work around you, or that you're an obstacle to getting their work done. Instead we want them to feel that the order, structure and efficiency that you bring helps the whole team to work more effectively together.
- **Popular with external stakeholders:** we want great reviews from external stakeholders, and to hear them using words like 'efficient, helpful, professional, appropriate and friendly' to describe their dealings with you and with our Chief Executive.
- **Responsive and available:** we operate in a fast-changing environment and need to be responsive and flexible. We need someone who is ready and willing to meet emerging needs, with grace and cheerfulness.
- **Increasingly planned and 'further ahead':** we want to build ways of working that help the organisation plan more effectively for the future, and support the Chief Executive in her role in that aspect of our development. We want to encourage a culture which recognises that planning ahead, anticipating issues, developing effective processes and keeping on top of routine work creates order which then enables us to respond more efficiently to pressing needs rather than standing in the way of that.
- **Organised and structured below the surface:** we want to continue to develop effective systems and processes to support and expand the Chief Executive's work, so that 'below the surface' everything is 'in the right place' and well ordered.
- **Secure and compliant:** we want to ensure that the Chief Executive is equipped and supported to lead the way in compliant, safe and secure working (e.g. safety, privacy, data, security, financial regulation and best practice).

Key characteristics

This is what we think you'll need to be to succeed:

- **Godly:** you'll need to love God and others, to be passionate about our vision, want to see Jesus made known and be committed to our mission.
- **Robust and patient:** you'll need to be able to remain calm, patient and positive, even when you encounter frustration, impatience and criticism.
- **Helpful and servant-hearted:** you'll need to have a strong desire to serve and help others, especially our Chief Executive even when it potentially creates more work for you.
- **Trustworthy and loyal:** you'll need to be entirely trustworthy and dependable, maintaining confidentiality, radiating respect for the organisation and our Chief Executive.
- **Professional, personable and appropriate in presentation and communication:** you'll need to be able to relate appropriately to a wide variety of people, be smart and professional in appearance, able to 'read the occasion', and get the tone right in communications and meetings.

- **Effective in coordinating others:** although you won't be directly line-managing anyone, you'll need to be able to co-ordinate others and able to give clear, concise explanation of what is needed from different people and hold people accountable to agreed deadlines.
- **Driven and assertive:** you'll need to be self-motivated, driven to take things to completion and assertive without being aggressive or putting people's backs up.
- **Responsive and flexible:** you'll need to cope with some interruptions to your planned work, responding to emerging issues, queries and short-notice requests, without it causing you stress or frustration. You'll need to be effective at multi-tasking, and even relish the variation that it brings.
- **Able to cope with some ambiguity and change:** being a fast-paced, responsive organisation, the extent of structure or supervision may at times be more limited than it might ideally be. You'll need to be able to cope with this and continue to function effectively. You'll also need to be able to cope with an environment where priorities, projects and objectives can change reasonably quickly.
- **Reliable and accurate:** you'll need to be highly attentive to detail, not letting small mistakes past, and strong on routine work, always delivering what has been agreed without being chased.
- **Interested in improving things:** you'll need a strong desire not simply to 'manage the existing' but to seek to improve processes and encourage a positive culture.
- **Keen to learn and grow:** you'll need to be keen to improve, develop and be stretched, and value feedback, both positive and negative.

For more detail about what we're looking for, see the person specification below.

Person specification

Vision and values

Passionately supportive of Christian Concern and the Christian Legal Centre's vision, mission, ethos and our stance on campaign issues and cases	Essential
Willing to represent us and our message and mission through various channels (e.g. in-person, on telephone etc.)	Essential
Willing to lead prayer and biblical reflection, and participate in our weekly prayer meeting	Essential
Committed to our Christian beliefs (as set out in our statement of faith) and to living and working in accordance with them, to recognising the authority of the Bible in all matters, and to maintaining your own discipleship of Jesus and being a good role model inside and outside the organisation.	Essential
Existing understanding of Christian Concern's main campaign issues and the theological principles underpinning our approach	Desirable

Character and temperament

Friendly, patient and helpful when dealing with requests, even when they are unexpected or urgent, and interrupt other work	Essential
Completely trustworthy, discreet, maintains confidentiality at all times, respectful of decisions made by line manager and senior colleagues and seeks to implement not undermine	Essential
Able to function effectively as a 'gatekeeper', able to say 'no' politely but firmly, and maintain control without being controlling	Essential

Enjoys variety and multi-tasking	Essential	
Enjoys bringing order and clarity	Essential	
Works effectively in a rapidly changing and pressured environment, can cope with change and uncertainty, continues to communicate and work well with others, even when under pressure	Essential	
Takes responsibility, doesn't need to be reminded about delegated tasks, keeps projects on track despite setbacks and hits deadlines	Essential	
Highly organised, taking a structured approach to work, can be relied upon to execute routine tasks and maintain processes, without close supervision	Essential	
Excellent attention to detail, committed to accuracy and precision	Essential	
Takes initiative, can work effectively on project or routine work, even where structure or supervision is limited	Essential	
Able to identify and implement changes (especially new or improved processes) that could benefit the organisation, and enjoys improving processes	Essential	
Eager to grow and develop, and to help others do the same	Essential	
Willing to work flexibly when needed, including occasional working out of normal office hours / being on-call	Essential	
Experience		
Professional experience as an Executive or Personal Assistant, or running a private office	Essential	
Professional experience in relating to external stakeholders at an executive level	Essential	
Professional experience in public policy, politics, media or similar field		Desirable
Professional experience working with leaders of churches and Christian organisations		Desirable
Skills and knowledge		
Excellent written and spoken communication	Essential	
Able to relate to wide variety of people but always professional and personable	Essential	
Excellent office IT skills (e.g. using Office 365), and able to learn new systems quickly	Essential	
Good research, analysis and presentation skills		Desirable
Familiarity with requirements of GDPR and other data and privacy regulations		Desirable
Qualifications		
Degree level qualification or equivalent experience		Desirable
Full, clean UK driving licence		Desirable

Other

Additional Information:

There is an occupational requirement that the successful candidate be a practising Christian, committed to the upholding the Christian Concern statement of faith in lifestyle and belief.

For office use:

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