

JOB DESCRIPTION

Job Title:	Senior Executive Assistant
Service / Department:	Chief Executive Team
Reports To:	CEO
Responsible For:	n/a
DBS Check:	Basic

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

To ensure the overall effective delivery of confidential project, secretarial and administrative support to EMT.

To be a key member of the Chief Executive senior team providing project and administration support.

- Manage and coordinate administration support to EMT.
- Ensure the effective co-ordination of the CEO electronic diary and maintain and manage work priorities.
- Safeguarding sensitive information and ensuring its accuracy
- To arrange all travel requirements and hotel accommodation for the CEO and occasionally and Board and Committee Members
- Assist the CEO with organisation of the All staff conference, Managers Conference, the Managers Strategy Day and Board away/strategy days
- Coordination of MP and other external stakeholders visits, including liaison with The Salvation Army (TSA) and Communications
- Organise attendance for Board and Committee members at conferences and events including travel and accommodation arrangements
- Liaise with Board/committee members and support the Company Secretary as required.
- Undertake necessary liaison with TSA and external stakeholders, arranging and diarising meetings and maintaining excellent working relationships.
- Assisting with special projects and cross-departmental initiatives
- To adhere to Salvation Army Homes policies, procedures and strategies as applicable with particular reference to the health and safety and diversity documents.
- To undertake mandatory training as and when required by Salvation Army Homes or if identified as a training need. Undertake additional role specific training as and when required
- To undertake any reasonable additional duties as instructed by the line manager or senior management team within the spirit of the role or aims and objectives of Salvation Army Homes.
- Prepare agendas for Lease Working Group, Health and Safety Committee and Monthly EMT and take minutes and distribute matters arising

Related Activities:

- Requirement to travel to London at least once a week
- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Personal behaviour and style:

- Passionate about Salvation Army Homes mission and reflects its culture and values
- Leads by example and team player
- Maintain confidentiality at all times
- Industrious, shows initiative and is innovative
- Proactively demonstrates a strong commitment to equality and diversity and works in a manner that is inclusive
- Approachable
- Open to learning and development for self and staff and fosters a learning culture

Core Competencies:

- Effective team leadership and management
- Demonstrable experience of delivering project and administration support at EMT level support
- Good oral and written communication and presentational skills
- Strong interpersonal skills with an ability to liaise effectively with a wide range of stakeholders and audiences
- Agile and responsive to change, particularly in an evolving and challenging external environment
- Must understand the needs of internal and external customers

Aptitudes and Abilities:

- Working to tight deadlines and prioritising
- Ability to multi-task
- Ability to coordinate and convene meetings
- Able to prepare reports and presentations and to scan and understand reports and financial documents
- Able to take minutes of meetings to a high standard and accuracy
- Able to manage diaries including email management
- Able to represent the organisation in communicating with external bodies
- A high standard of written and spoken English
- Numerate and data rational
- Good time management with an ability to manage own and others time
- Strong working knowledge of Microsoft 365, including advanced use of Word, Excel, PowerPoint, Outlook, and SharePoint.
- Flexibility with working hours
- Prepared to travel to regional offices and sites around the country
- Ability to work outside normal working hours in accordance with the needs of the business, including occasional attendance at evening and weekend meetings.

Desirable:

- Project management skills
- Full driving license

Experience and Interests:

- Knowledge of social housing and role of housing associations
- Demonstrable experience of providing administrative/secretarial support at EMT level
- Qualified to at least GCSE “A” level or equivalent

Desirable:

- An understanding of the ethos of the Salvation Army

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?