



## Job Description

<b>Job Title</b>	<b>Executive Assistant</b>
<b>Line Manager</b>	<b>Chief Executive Officer</b>
<b>Contracted Hours</b>	<b>25 hours (Mon-Fri)</b>
<b>Salary</b>	<b>£22,000 (£33,000 FTE)</b>
<b>Primary Location</b>	<b>Nightingale House, Chester Road</b>
<b>Job Summary</b> The Executive Assistant is a key role within Nightingale House, delivering confidential and efficient administrative support to both the Board of Trustees and the Chief Executive Officer. This includes coordinating Committee and Board meetings, preparing relevant documents, and accurately recording minutes to ensure effective governance. In addition, the role provides Executive support to the Chief Executive, assisting with a variety of workstreams, projects, and daily operations. This role requires a high level of discretion, exceptional organisational skills, and the ability to manage multiple responsibilities with professionalism.	

### Duties and Responsibilities

#### Administrative Support to the Board of Trustees

To provide highly confidential administrative support to all Trustee meetings, including:

- Maintaining the annual meetings diary
- Preparing draft agendas, compiling and circulating papers
- Taking and recording accurate minutes, ensuring actions are carried forward from one meeting to another

This role also provides general administrative support as Executive Assistant to the Chair of the Board of Trustees:

- Arranging and coordinating Trustee Visits
- Arranging regular Trustee 1:1s
- Coordinating Trustee DBS checks and reappointment
- Maintaining up to date information with Companies House and the Charities Commission
- Any other duties as requested

#### Executive Assistant to the Chief Executive

To provide efficient and highly confidential administrative support as Executive Assistant to the Chief Executive, including:

- Managing the CEO diary
- General administrative support; including typing of letters, memos and reports

- Organising and attending meetings as directed by the Chief Executive Officer
- Ensuring that the Executive Management Team are kept apprised of all relevant meetings and deadlines for supplying reports as and when requested
- Maintaining accurate minutes of all meetings and ensuring that actions are recorded and followed up
- Coordinating external visits
- Organising staff meetings
- Planning and preparing the annual report
- Any other duties as requested

### **Duties and Responsibilities**

- Developing and maintaining efficient office systems, including data management and filing, using SharePoint
- Creating presentations, documents and reports using digital graphic and desktop publishing software
- Conducting research and dissemination of information using appropriate methods
- Screening phone calls, enquiries, and requests, managing them as appropriate, and keeping the Chief Executive informed of important matters at all times

### **Projects and Work Streams**

- Supporting the Finance Team with information for the annual audit
- Researching background information on various topics
- Managing/helping manage projects the CEO wishes to implement. This includes:-
  - Providing project documentation, including managements reports
  - Coordinating participation and communication to relevant staff and act as a point of contact
  - Coordinating any appointed steering groups and ensuring that actions agreed are delivered on time

#### **Please Note:**

A key requirement for this role is a high level of flexibility with working hours. There are at least 20 Trustee meetings throughout the year, with the majority starting at 4.00pm and often continuing until 6.00pm or later.

## **General Requirements – All Staff**

**This post is subject to the Terms and Conditions of employment of the Hospice as specified in the Staff Handbook**

### **Competence**

You are responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager / supervisor.

### **Risk Management**

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols and guidelines always.

### **Health and Safety Requirements of the Hospice**

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties including attendance at mandatory training updates and to report any hazardous situations or defective equipment.

### **Data Protection and Confidentiality**

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under statutory legislation and the hospice's disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

### **Records Management**

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

### **Flexibility Statement**

**The content of this Job Description represents an outline of the post only and is therefore not a final list of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder. The post is subject to an enhanced disclosure check with the Disclosure and Barring Service (DBS)**

## PERSON SPECIFICATION

**JOB TITLE:** Executive Assistant

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Typing / IT Qualifications eg. ECDL</li> </ul>	<ul style="list-style-type: none"> <li>• Shorthand</li> <li>• Formal PA/ Executive Assistant training</li> </ul>	Application form/ Interview
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Minimum of five years' experience as a PA/ Executive Assistant or in a senior secretarial role</li> </ul>	<ul style="list-style-type: none"> <li>• Working in the charity sector / for Community Council or a similar role</li> </ul>	Application form/ Interview
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Ability to uphold the highest level of confidentiality</li> <li>• Strong administrative and organisational skills</li> <li>• Highly efficient with ability to prioritise, manage own workload and meet tight deadlines</li> <li>• Exceptional attention to detail</li> <li>• Excellent verbal, written and listening skills</li> <li>• Ability to work under pressure</li> <li>• Ability to work with minimum supervision</li> <li>• Strong interpersonal skills, with the ability to effectively engage with a diverse range of internal and external contacts, including Trustees</li> <li>• Flexible and proactive approach to work</li> <li>• High standard of typing skills</li> <li>• Strong written English skills for taking and writing minutes, drafting board papers, and handling routine business correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in using SharePoint</li> <li>• Ability to speak and translate Welsh</li> </ul>	Application form/ Interview

<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Competent user of Microsoft Office, to include Word, Excel, Powerpoint and Outlook</li> <li>• Knowledge of data protection regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Nightingale House Hospice</li> </ul>	Application form/ Interview
<b>PERSONAL QUALITIES</b> <i>(Demonstrable)</i>	<ul style="list-style-type: none"> <li>• Committed and motivated by the purpose of the hospice</li> <li>• Good interpersonal skills and teamworking</li> <li>• Able to deal with confidential matters discreetly</li> <li>• Problem solving approach to new challenges</li> <li>• Flexible and positive attitude</li> <li>• Ability to use own initiative</li> <li>• Proactive</li> <li>• Professional and responsible approach to work</li> <li>• Reliable</li> </ul>		Application form/ Interview
<b>OTHER RELEVANT REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Prepared to work flexible hours as required, to accommodate Board and Committee meetings</li> </ul>		Application form/ Interview

Date Prepared: 10.03.25

Employee's Name: \_\_\_\_\_

Prepared By: Lauren Emberton

Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_