

Job Description & Person Specification Executive Assistant

Issue date: February 2017



Accountable to: Head of People, Planning and Information

Responsible for: Functions - governance, compliance

Location: Pitfield Street, London N1 6DA (Hoxton)

An introduction to London Youth

London Youth is a network of diverse community youth organisations serving young people of all backgrounds right across the capital.

Our mission is to support and challenge young people to become the best they can be.

Our vision is that all young Londoners grow up healthy, able to navigate a fulfilling career and make a positive contribution in their communities.

We support them to develop the confidence, resilience and relationship skills they need to do this, delivering with and through our network of community youth organisations and at our two residential centres. We work with all young people but place a particular emphasis on those who wouldn't otherwise have access to the kind of opportunities we offer.

Because good youth work works.

We deliver our mission through four strategic objectives:

- **Membership Development** – Developing, training, connecting and quality assuring our membership network to deliver good youth work.
- **Opportunity** – Creating a broad and inclusive range of quality opportunities for young people in social action, sports development, employability and outdoor education.
- **Voice** – Ensuring our expertise and the on-the-ground voices of youth workers and young people are reflected in public policy, practice and opinion.
- **Best we can be** – Being the best we can be ourselves; fundraising effectively, financially robust and a great place to work

And we strive to act in line with our four simple principles:

- **Honesty** – about what works (and what doesn't) and we learn from our mistakes
- **Collaboration** – with each other, young people, our members, and the world beyond
- **Improvement** – committed to continual improvement
- **Fun** – because we think people learn best when enjoying themselves

The Team

As part of the Finance and Resources Department, our People, Planning and Information Team sits at the heart of London Youth. We're part of the inward-facing aspect of our strategy, which we term **Best we can be** - financially robust and great place to work.

These "back office" functions support the day-to-day work across London Youth, and are pivotal to ensuring our colleagues can support and challenge young people to be the best that they can be.

Job Purpose

This key role at London Youth will provide comprehensive and excellent quality administration support across confidential functions of the charity (Governance and Safety & Safeguarding). The post holder will ensure corporate systems and processes are implemented and maintained, working closely with members of the Senior Team and Leadership Team to ensure meeting papers are planned, produced and disseminated in a timely manner and to a high standard.

This is a pivotal role providing an excellent opportunity for the postholder to gain an insight into how a robust charity operates.

Alongside these crucial administrative functions, the role will act as "gatekeeper" for the Chief Executive's office and carry out project work under the direction of the CEO. There is a requirement for strong administration systems to be set up, implemented and monitored.

Job Description

Main duties of the role	Approximate % allocation
1. The Chief Executive's Office & Governance	75%
<ul style="list-style-type: none"> • Use our "Rolling Agenda" to manage the scheduling of agenda items for discussion at governance meetings (e.g. Trustee Board, Committees, Senior Team, etc) 	
<ul style="list-style-type: none"> • Liaise with Senior Team and Leadership Team members to ensure scheduled and ad hoc meeting papers are finalised and proof-read for deadline. Thereafter, co-ordinate the production of meeting packs and dissemination to meeting attendees for a range of corporate meetings including Senior Team, Safety & Safeguarding Team, Trustee Board and Advisory Committees 	
<ul style="list-style-type: none"> • Within remit of role, research and compose papers for team, committee and board consideration 	
<ul style="list-style-type: none"> • Receive Trustee enquiries for clarification on meeting papers, liaise with colleagues as appropriate to respond ahead of Committee/Board meetings and record dialogue 	
<ul style="list-style-type: none"> • Attend meetings to take minutes, produce an accurate record of the meeting content in a timely fashion and update the Rolling Agenda 	

and Actions Sheet	
<ul style="list-style-type: none"> Proactively manage the Chief Executive's diary, making arrangements for meetings in a timely manner including booking venues, travel requirements and bookings, circulating associated agendas and papers 	
<ul style="list-style-type: none"> Use own initiative and stakeholder approach to make reasoned decisions to ensure the Chief Executive's diary includes an appropriate mix of internally- and externally-focussed time, meeting preparation and follow-up time and that conflicts are highlighted with solutions proposed 	
<ul style="list-style-type: none"> Co-ordinate briefing packs for the Chief Executive's week to ensure s/he has comprehensive information for the week's meetings and activities 	
<ul style="list-style-type: none"> Scheduling the London Youth annual calendar of key dates, including liaison with colleagues and Trustee Board to fix dates, book meeting rooms and circulate dates 	
<ul style="list-style-type: none"> Maintain Senior Team Actions Sheet ensuring actions from monthly meetings are followed up with members of Senior Team for updates ahead of future meetings 	
<ul style="list-style-type: none"> Support Trustee recruitment and induction processing, ensuring the Trustee Handbook is up-to-date and circulated appropriately 	
<ul style="list-style-type: none"> Ensure compliance with corporate information filings requirements for Charity Commission and Companies House under direction from management 	
<ul style="list-style-type: none"> Provide the Chief Executive with administration support to include the management of expenses claims and credit card reconciliation 	
<ul style="list-style-type: none"> Manage the Chief Executive's mailbox, correspondence and telephone calls; acknowledging, organising or disseminating information as appropriate 	
2. Planning processes	15%
<ul style="list-style-type: none"> Support annual Planning process to include document control, compiling print copy of Operational Plan from various sources and co-ordination of print runs 	
<ul style="list-style-type: none"> Create templates for Planning process using appropriate software and proposing changes as required 	
<ul style="list-style-type: none"> Ensure quarterly reporting from Teams is complete and included with Senior Team and Board papers on a quarterly basis and in an appropriate manner 	
3. Confidential senior administration support	10%
<ul style="list-style-type: none"> Diary management for the Director of Finance and Resources 	
<ul style="list-style-type: none"> Maintain our Safety and Safeguarding "Master Index" and provide reminders to line managers on actions or training to be undertaken 	
<ul style="list-style-type: none"> Maintain electronic and paper filing and archiving systems across all functions of responsibility 	

Corporate responsibilities cutting across tasks set out above
Planning and budgeting
<ul style="list-style-type: none"> • Inputting to annual plans and budgets • Contributing to effective day to day financial management through monitoring and controlling actual and projected income and expenditure • Reporting regularly on actual versus planned performance
People
<ul style="list-style-type: none"> • Preparing thoroughly for one to one meetings and annual appraisal with your line manager • Taking responsibility for your ongoing professional development
Corporate development
<ul style="list-style-type: none"> • Understanding and supporting the vision, mission and aims of London Youth • Contributing to the formulation and delivery of London Youth's strategy • Committed to and actively promotes London Youth's policy and procedures to value and respect diversity and inclusion in all aspects of their duties and working relationships • Managing resources to the highest professional standards and act as a custodian of best practice • Maintaining awareness of your own and others' Health and Safety, and comply with London Youth's Health and Safety and Safeguarding policies • Undertaking other duties as may be reasonably requested within the responsibilities of the post

Person specification

Skills, experience and knowledge	Essential^(E) Desirable^(D)
Practical experience of managing a senior executive's diary	E
Proven ability to extract information from various sources and summarise	E
Advanced knowledge of Microsoft Office applications	E
Evident excellent communication skills both verbally and in writing, able to correct grammar and spelling confidently	E
Demonstrable experience in the drafting of meeting agenda and preparation of papers	E
Able to evidence good use of "bring forward" administration management systems	E
Proven ability to take and write comprehensive minutes of meetings	E
Understanding of company secretarial role in a charitable organisation (Charity Commission and Companies House)	D
Experience using databases for data entry and to manage activities (Salesforce, Sage HR50 or others)	D
Qualifications	
Educated to A Level (or equivalent qualification or experience) at a minimum	E
Further higher education qualification or equivalent experience (e.g. degree, secretarial qualification, business administration qualification, NVQ Level 4 or equivalent)	D

Personal attributes	
Ability to anticipate needs, respond quickly to new challenges and adapt priorities to manage own workloads efficiently and juggling priorities from different managers	E
Able to travel regularly (a minimum of once per month) to other locations for meetings and/or work (across London, Buckinghamshire and East Sussex)	E
Comfortable managing upwards and communicating assertively and confidently with senior executives and managers	E
Excellent attention to detail	E
Ability to work on your own initiative and find solutions to challenges	E
Ability to work as part of a team	E
Absolute discretion and ability to maintain confidentiality	E
Highly organised	E
Willingness to learn new skills	E
Ability to work in a changing and flexible organisation	E
Willingness to work occasional evenings and/or weekends	E