

Executive Assistant

to the Head of

Programmes

JOB DESCRIPTION

Penny Appeal is an award winning, international humanitarian charity delivering aid in over 30 countries including the UK. We pride ourselves in the work that we do and the aid we are able to deliver, from sustainable programmes internationally and locally as well as emergency aid responses. We also take pride in the people that support us externally and the ones that make things happen internally.

We are the fastest growing charity in our sector with a fast-paced working environment. When a crisis hits internationally we respond immediately. Outside emergencies, we have a packed marketing calendar full of creative campaigns, award-winning events, and unique projects all aimed at helping the most vulnerable. We can see an immediate impact from our hard work and it can be so rewarding to see the positive feedback from the people we have helped.

Role overview:

To provide high quality support to the Programmes department, including acting as personal assistant to the Head of Programmes. The role is varied and includes diary management, hospitality, scheduling meetings, arranging travel and high level administrative tasks.

Responsibilities

Secretarial and Administrative Support Duties:

1. Managing and coordinating the delivery of high quality Personal Assistant support to the Head of Programmes and team members.
2. Preparing responses to correspondence, drafting documents and presentations, on behalf of the Head of Programmes and other members of the Programmes Department.
3. Developing contacts and building effective working relationships internally and externally, liaising and networking with colleagues and external individuals and organisations as appropriate
4. Email inbox management for the Head of Programmes and action if appropriate.
5. Maintain and co-ordinate the Head of Programmes calendar, dealing with any changes, confirming appointments and notifying participants of delays or changes.
6. Delivering professional hospitality to visitors.
7. Servicing meetings, taking minutes and following up actions.
8. Scheduling internal and external meetings based on an understanding of the Head of Programmes work, priorities and whereabouts.
9. Producing correspondence and reports to the highest grammatical standard and presentation.
10. Proactively anticipate diary clashes and look for creative solutions where time is scarce.
11. Travel arrangements for the Head of Programmes including, flights, hotels, taxi, visa's and preparing full detailed itineraries.
12. Open and sort post, action where needed.
13. First point of contact for the Head of Programmes for internal and external matters.

14. Regular liaison with key Partners and their assistances.
15. In the absence of the Head of Programmes, handle routine and ad hoc matters and refer enquiries to the appropriate person.
16. Organising team offsite meetings.
17. Meet and greet visitors for internal meetings.
18. Gate keeper for the Head of Programmes.
19. Forward thinking of the Head of Programmes calendar, print any documents needed for meetings.

General Administrative Duties:

1. Processing invoices, obtaining approval from the Head of Programmes and action where appropriate.
2. Ad hoc duties for Head of Programmes direct reports as and when required.
3. Maintaining team holiday tracker.
4. Assisting with new joiner requests, ordering IT equipment and requesting user access.
5. Other administrative tasks for the Head of Programmes and team as appropriate.
6. Provide support to other departments where instructed.

Please note this is not a definitive list of tasks, rather an overview of the role. It is essential to the development of service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. It may be necessary at times to go beyond the areas outlined in order to support others.

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Person Specification

Essential Criteria

- General secretarial and administration experience supporting Heads of departments
- Proactive and 'can-do attitude'
- Ability to multitask and prioritise conflicting demands
- Strong interpersonal and organisational skills and the ability to liaise at all levels internally and externally.
- An ability to exercise initiative and work independently, including the ability to master complex issues and material, and answer routine queries.
- Strong teamwork mentality.
- Proficiency in Word, PowerPoint and Excel
- Excellent communication and interpersonal skills
- An ability to work with a high level of accuracy and attention to detail including proof reading skills.
- Proven ability to work to a high level of integrity, discretion and confidentiality.

Desirable Criteria

- Professional secretarial or administrative qualification
- Experience of working in the Not for Profit/Charity Sector