



Carers Support Merton (CSM)

Executive Assistant

Job Description

Our mission is to enable unpaid Carers to lead a fulfilling life.

Job Role: To provide administrative support to the CEO to ensure the smooth day to day running of the charity.

Salary: £28137.20 per annum pro rata (actual salary £16,082.32)

Holiday Entitlement: 25 days + Bank Holiday per annum pro rata

Hours of Work: 21 hours per week

Accountable to: Chief Executive

Location: This post is currently homeworking due to COVID 19 but will be eventually located at Carers Support Merton offices in the London Borough of Merton with some continued homeworking

Executive Assistant

Job Purpose

To provide administrative assistance to support the CEO in the smooth day to day running of the charity.

Job Tasks

1. Provide the full range of administration and project related support to the CEO
2. Provide general administrative support to the CEO including producing reports and correspondence, diary management, & travel planning
3. Set up Schedules to ensure all legal requirements of Charity are met.

4. To contribute to updating the website and in producing leaflets and publicity
5. To be able to answer routine queries & give advice on everyday matters, ensuring that queries and actions are followed up
6. To support the Operations Manager in the general day to day running of the office. Including taking on the support and supervision of administration staff and volunteers when the Operations Manager is absent
7. To support the Finance Manager and CEO with the financial functions of the organisation as agreed, for example, setting up bank payments, banking, petty cash, etc.
8. Organise team meetings and away days, including the documentation of agendas, decisions, and actions
9. Contribute to the monitoring, management and presentation of service data including data collection, data recording and data cleansing
10. Act as health and safety officer, with the support of the CEO, to ensure compliance with H&S requirements
11. To support the CEO in the review of health and safety related policies, and complete risk assessments
12. Provide administrative support for the Board of Trustees and its sub committees, for example by organising meetings, setting up agendas, distributing papers, minutes for meetings and ensuring legal requirements for Trustees are met.
13. To proactive in suggesting and implementing administrative improvements to support the smooth running of the charity
14. Leading on implementing new digital tools to improve the efficiency of the organisation
15. To provide administrative support to Human Resources functions within the organisation
16. Any other duties as directed by CEO.

Person Specification

Specific Experience or Skill	Essential	Desirable
Significant experience providing Business, Financial and Administrative Support, preferably at senior level	✓	
Excellent digital skills, with the ability to learn new software and systems quickly and instruct others	✓	
Ability to produce attractive documents & reports for a range of audiences including the use of design packages such as canva	✓	
Experience of using project management tools e.g. Trello, Monday etc.		✓
Experience of using CRM data bases	✓	
Experience of providing administrative support to the Human Resource functions of an organisation	✓	
Experience of developing and implementation changes in policy or practice	✓	
Experience of organizing events or meetings	✓	
An ability to gather, analyze and evaluate data and to prepare and present concise reports both orally or in writing	✓	
Highly developed minute taking skills	✓	
Experience of organising & maintaining records, both on paper and computer.	✓	
Strong numerical and literacy skills	✓	
Exceptional time and task management skills; calmness under pressure	✓	
Experience working in a pressured environment with lots of competing priorities	✓	
Knowledge		
Knowledge of good administrative practices	✓	
Knowledge of General Data Protection Regulations	✓	
Knowledge of health & safety in a work environment	✓	
Knowledge & understanding of the voluntary sector, including the role of trustees	✓	
An understanding of safeguarding children and vulnerable adults		✓
A broad knowledge of services available to Carers		✓
Personal Skills or Abilities		
Enthusiasm, sense of humor and a willingness to go the 'extra mile'	✓	
Commitment to equality, diversity, inclusion	✓	

Self-motivated and a willingness to get involved	✓	
The ability to research information	✓	
Creative and good at problem solving	✓	
Reliable and good time-keeping	✓	
Communication Skills		
An ability to establish and retain effective working relationships with others and to communicate clearly and effectively, both orally and in writing	✓	

