



JOB DESCRIPTION

Job Title	PA to the CEO and (Donor Care Specialist)
Job Holder	
Responsible to:	CEO
Responsible for:	N/A
Hours:	35
Salary Band:	£25-£29k

Main Duties:	<ol style="list-style-type: none"> 1. Support the CEO in all aspects of the day-to-day running of the organisation. 2. Deputise for the Executive to the Boards and undertake governance duties 3. Undertake senior donor communications
---------------------	---

1. Support the CEO in all aspects of the day-to-day running of the organisation

- To proactively manage the CEO's time, ensuring regular catch-up meetings to review and update on diary commitments and key priorities both with internal and external contacts, exercising a high level of judgement on priorities
- Act as the 'gatekeeper' for both calls and visitors
- To undertake proactive e-mail management, ensuring that urgent emails are promptly picked up, responded to and actioned as appropriate
- To build relationships with the PA's of the CEO's key external contacts will be important, and the holder of this role will be required to act as an ambassador for the CEO at all times
- Where required provide support to ensure are of an appropriately high standard, including proofreading the document, checking spelling, grammar, sense, amendments and presentation
- Record meetings and notes from CEO meetings on to the Raiser's Edge database
- To understand the key roles, responsibilities and priorities of the CEO, proactively building strong relationships with each internal and external contact in order to provide a high-level support service
- Priorities and urgent matters picked up and communicated to CEO continuously
- To ensure a high standard of administration and provide guidance as appropriate on the production of internal and external documents
- Arrange travel and accommodation bookings and produce itineraries and agendas; provide papers for meetings
- Maintain effective filing systems
- Provide support to the Chairman as required in arranging meetings, travel and catering; also provide administrative support as required
- Organise and attend events and visits with the CEO as required



2. Deputise for the Executive to the Boards and undertake governance duties

- Support a range of governance activities including Trustee communications and providing board papers
- Deliver any code of practice actions required, keeping up to date with changes in policy and governance
- Help to maintain the policy matrix

3. Undertake senior donor communications

- Secure meetings with prospective partners
- Relationship management of existing senior donors to maximise potential of renewal and expansion
- Oversee fulfilment of contractual obligations to sponsors and partners
- Ensure customer reports are monitored through Raiser's Edge
- Complete and submit funding applications as required by the CEO
- Organise and/or deliver Foundation events

Other duties:

You will be required to undertake other duties from time to time as required.

Any potential permanent changes to your role will be discussed, and agreement reached prior to being undertaken. You will be notified of any permanent change in writing. In addition to your normal duties, you may be required to undertake additional or other duties as necessary to meet the needs of the Foundation of Light.

Behaviour and professional expectations:

- Maintain working practices in line with Foundation of Light Equality and Diversity, Health and Safety and Safeguarding policies, self-awareness of own responsibility in these areas
- Ensure regulatory and legislative requirements are always met
- Conduct should reflect the Staff Behaviour Policy (Code of Conduct); uphold Foundation core values (always, as shown below)
- Maintain the highest level of professionalism and confidentiality.
- Attend working groups and CPD sessions as required
- Build strong internal relationships and work in collaboration with colleagues to achieve the end goal
- Ensure positive organisational messages and culture are maintained
- Contribute to good housekeeping across all Foundation sites and equipment
- Follow the laid down policies and procedures at all times



Equality, Diversity and Inclusion Statement:

All individuals will be treated equally and fairly in the application of this procedure. All reasonable requests to accommodate requirements in terms of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation will be made.

Safeguarding Statement

We expect all staff, volunteers and partners to share our commitment to maintaining a culture of vigilance, and believe that all staff, volunteers and partners have a responsibility to report any concerns about the welfare of any child, young person or adult at risk.

Foundation of Light Values:

Innovative, Passionate, Excellence, Collaborative, Integrity, Agile.

Acceptance of the job description by the Employee:

Signed

Print Name

Date

Last review date:

Next review date:



PERSONAL SPECIFICATION

Requirement	Essential (E) or Desirable (D)	How Assessed (CV, Interview, Observation)
Skills and Abilities:		
Communication, oral and written	E	CV
Planning and control	E	CV
Team work	E	CV
Work on own initiative	E	CV
Interpersonal	E	I
Conflict handling and resolution	E	I
Creativity and imagination relevant to the workplace	D	I
ICT and administration	E	CV
Ability to work under pressure and to tight deadlines	E	I
Multi-tasking	E	I
Personal Attributes:		
Commitment	E	I
Flexibility	E	I
Honesty and trustworthiness	E	I
Motivation and enthusiasm	E	I
Patience and diplomacy	E	I
Commitment to equality and diversity, safeguarding and health and safety	E	I
Flexible approach to working hours	E	I
Knowledge and Understanding:		
Sound knowledge of Microsoft Office, Office 365, CSR systems	E	CV
Governance practices	D	CV
Administrative processes	E	CV
Delivery of exceptional customer service	E	CV
Of the need to work flexible hours to meet the needs of the charity	E	CV
The need for confidentiality in the workplace	E	CV
Workplace behaviours and conduct	E	CV
Experience:		
Minimum of three years' senior administration	E	CV
Prioritising, planning and multi-tasking in the workplace	E	CV
Complex diary management	E	CV
Supporting Boards and Committees	D	CV
Supporting Senior Executives	E	CV
Qualifications (or equivalent):		
Driving Licence	E	CV
ICT at Level 2	D	CV
GCSE Mathematics and English at grade C or above	E	CV
Business Administration at level 3 or equivalent	E	CV