

South Bucks Hospice – Job Description

Job Title	Personal Assistant to Chief Executive
Hours of work:	37.5 hours
Workdays:	Monday to Friday 9am – 5pm
Department:	Administration
Work Location:	Butterfly House
Reporting to:	CEO
Date of issue:	August 2024

Job Purpose

The job purpose is to provide full administrative and secretarial support at a senior level to the CEO to ensure the smooth management of the day-to-day affairs. Attend all Trustees and committee meetings to take minutes. Handle sensitive and complex issues in a professional and objective manner. Take initiative as appropriate especially in the CEO's absence.

Key Responsibilities

- Manage CEO's electronic diary, assessing priority of appointments and reallocation as necessary;
- Process CEO's correspondence, ensuring that incoming correspondence is dealt with by the Director/or on behalf of the Director, or other staff as appropriate;
- Maintain CEO's office systems, including date management and filing;
- Maintain records of CEO's contacts;
- Screen calls, enquiries and requests, and deal with them when appropriate;
- Assist CEO in researching and following up with action on matters which fall within the CEO's responsibility – chasing reports, triggering follow-up action;
- Produce documents, briefing papers, reports and presentations for the CEO;
- Ensure that all communications to financial donors occur in a timely manne, by following the response timeline;
- Organise meetings and ensure that the CEO is well prepared for those meetings, preparing agendas, pre-meeting briefings and meeting papers;
- Manage Zoom and MS Team meetings/bookings;
- Manage the booking of the Education and Training Room;
- Manage arrangements for Trustees' and board meetings, including production/distribution of agenda and papers;
- Attend and take notes during monthly board/trustee meetings;
- Meet and greet visitors at all levels of seniority;
- Organise/manage in-house events;
- Ensure posters are up-to-date;
- Produce the monthly staff newsletter;
- Organise the staff rota;
- Record volunteer hours and patient/visitor footfall;
- Any other duties as required.

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Skills/Experience

- Experienced Administrator;
- Experience of electronic diary management;
- Experience of working within a charity organisation;
- Exceptional interpersonal and communication skills, to enable professional interaction with a wide range of contacts, both internal and external;
- Ability to organise and plan own work;
- Excellent attention to detail, with the ability to maintain a high level of accuracy;
- A flexible, pro-active approach to work including the ability to prioritise and re-prioritise;
- Ability to work on own initiative;
- Ability to deal with sensitive information with discretion and to maintain confidentiality;
- Excellent IT skills, including a working knowledge of presentation software packages, preferably Microsoft Office Word, Excel and PowerPoint.

This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder

Signed by Job Holder

Date

Name of Line Manager

Signed by Line Manager

Date
