**AGE UK CAMDEN**

***Striving to be an Equal Opportunities Employer***

**JOB DESCRIPTION**

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| **TITLE OF POST:** | **Executive Assistant** | **GRADE** | **SCP 20-23 £33,533.68 to £35,377.47 pa** |
| **HOURS OF WORK Per Week** | **35** | **ELIGIBLE FOR JOB SHARE:** | **No** |
| **Pension** | **Contributory pension scheme; employee 6% and employer 6%** | **Annual leave** | **27 days a year (plus bank holidays) rising to 32 days after five years’ service(pro rata)** |
| **RESPONSIBLE TO:** | **CEO**  |
| **RESPONSIBLE FOR:** | **Volunteers as required**  |

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| **PURPOSE OF THE JOB** |

The Executive Assistant has a key role and responsibility in the development and delivery of quality, compliance and corporate support services including strategy and business planning.

The post holder will be responsible for evidencing that Age UK Camden activities are of the highest possible quality and that they are compliant with national and local specifications, standards and good practice guidelines providing evidence as required. They will instigate and participate in audit and research and ensure that the voice of service users and members of the public fully informs services and strategies.

The post holder will be responsible for Chair and Board governance support and other corporate services support.

The post holder will support the Fundraising function of the organisation by the provision of qualitative and quantitative data for inclusion in fundraising bids etc. They will also be involved in writing/submitting bids as required.

The post holder will also be called upon to provide training for the wider workforce in their area of responsibility, providing learning opportunities, training and support to internal and external stakeholders.

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| **MAIN DUTIES & RESPONSIBILITIES** |

**1.** **Governance (All aspects of the Governance element of this role apply to Age UK Camden and**

**any subsidiary organisations which currently includes Age UK City of London)**

* Supporting the activities within Company Secretarial role.
* Wider liaison with the Charity Commission, Companies House and Trustees (AUC and subsidiary charities)
* Supporting the board (s) of trustees and cascading communication as directed by the CEO.
* Maintaining a register of Members, Directors & Company Secretary.
* Monitor Director/trustee appointment & Resignation update online the Charities Commission & Company’s House.
* With the Chair and Chief Executive plan the business of the Board(s) including preparing an annual agenda and agendas for individual Board meetings and other Trustee meetings such as Strategy Planning meetings.
* Coordinate an annual schedule and support Board meetings ensuring that they are quorate, collate and distribute papers, minute taking and ensuring that follow up actions are completed and inform Chair and CEO of progress. Maintain a record of signed minutes and ensure that copies are sent to relevant bodies on request and are published as agreed at meetings.
* Assisting with the Annual General Meeting (AGM) in accordance with the charity’s Articles and in line with good governance principles; working with the Press and Comms Officer and lead Senior Managers.
* To support recruitment and elections for trustees and committees' members within the Charities
* The post holder will support the Company Secretary and Trustees in their governance roles including Board administration and submitting information to charity regulation bodies including the Charity Commission.

**2.** **Quality and Compliance**

* To lead on the continuous review of services to ensure they are of the highest quality and relevance and that they are compliant with requirements providing evidence as required including liaison with the Head of HR and Central Services who oversees accreditations such as CQS, QiSS and IG toolkit.
* In conjunction with the Head of Operations ensure services users and members of the public are fully engaged in informing the strategy and service delivery of Age UK Camden operations.
* Support the Senior Management Team (SMT) to develop, agree, implement and review outcome measure activities across the organisation
* To oversee the complaints and feedback policy and process including keeping a log of complaints and responses and ensuring that complaints are dealt with in line with the policy deadlines.
* To work with the Head of Operations and Service Leads to ensure that all teams are trained to fully utilise the client database and to monitor the quality of this work in liaison with the Head of Operations and CEO.
* Responsible for application and subscription to associations/membership as required by line manager.
* The post holder will be joint GDPR Lead for the organisation along with the Head of HR and Central Services
* Supporting the SMT with the drafting of Service and Corporate policies and procedures and ensuring they are fully implemented as required in consultation with the Head of HR and Central Services who oversees the AUC group policy infrastructure. To support the SMT with a planned timetable of policy review requirements. To communicate all reviewed policies to the whole staff group and ensure that they are uploaded onto sharepoint in a timely manner.
* Instigate, conduct and support research relevant to Age UK Camden needs
* Keep up to date with all legislation, regulations and best practice within our sector on matters relating to monitoring, quality and compliance
* To build and maintain relationships with key internal and external stakeholders.

**3.** **Fundraising**

* The post holder will support the Fundraising function with the provision of qualitative and quantitative data and will be involved in writing and submitting bids as required. They will also support the Fundraising function to ensure that all donor and funder reporting is completed and submitted in a timely manner in liaison with the Head of Operations and relevant Managers as well as the Fundraising function.

**4.** **Business Planning and Strategy**

* The post holder will support the Strategy and Business Planning process on a cyclical basis.
* To work with Senior Management Team (SMT)  in the development and delivery of services including business planning and objective/target setting, monitoring and evidencing.
* To collaborate with the Comms Team and Head of Operations to produce the Annual Impact Report.

**5.** **Supporting the Wider Workforce**

* To provide relevant learning opportunities, training and support to internal and external stakeholders as required.

**6.** **Project Support**

* To Lead or support on defined projects as required.

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| **GENERAL REQUIREMENTS** |

1. To attend staff meetings and join working parties and project groups as required.
2. To engage in supervision and undertake appraisals.
3. To undertake personal development and attend any relevant training
4. The post may involve occasional evening or weekend work, for which time off in lieu can be claimed.
5. Under the Health & Safety at Work Act 1974 and associated guidance, it is the duty of all staff while at work to take adequate care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
6. Age UK Camden operates a No Smoking policy and all staffs are required to comply with this.
7. The post holder is required to implement Age UK Camden’s Diversity and Inclusion policy and ensure Equality, Diversity and Inclusion principles are incorporated into the planning, delivery and monitoring of services.
8. All staffs are required to work within Age UK Camden’s policies, ensuring these are carried out in relation to the job, e.g., Confidentiality, Quality.
9. All staff may be asked to undertake other duties and responsibilities appropriate to the grade as determined by their Line Manager on an occasional basis.
10. This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

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| **Job Description Agreed by:** |

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|  | **SIGNATURE** | **DATE** |
| **Chief Executive Officer** |  |  |
| **Line Manager** |  |  |
| **Post holder** |  |  |

**Date Jan 2025**