

Job Description

Job title: Personal Assistant to the Chief Executive

Reports to: The Chief Executive

Responsible for: N/A

Location: Helimed House, Norwich with travel across East Anglia and hybrid working by agreement

Hours: This is a full-time role which calls for some flexibility (which works both ways); there will be occasions when meetings or deadlines mean working beyond the standard business day.

1. Main purpose of job

This is the role that keeps the Chief Executive's office running smoothly. You will be the person who knows what is happening, what is coming up, steer what needs to happen next, and the colleague that the Chief Executive, the Executive Team and our Trustees rely on to keep everything joined up.

This role brings the steadying hand of good office management to the Chief Executive's work and is far more than diary management. You will look after the day-to-day business of the Chief Executive, support the Executive Team and take good care of the Trustees who govern East Anglian Air Ambulance, making sure that nothing important slips through the cracks. A good deal of what crosses your desk will be confidential and handling it with discretion and good judgement is central to the job.

We are open about who this might suit. It could be the natural next step for someone already working in senior administrative or governance support, or it could be a development opportunity for someone ready to grow into a role of this kind. What matters most is the right blend of organisation, judgement and care for the people you support.

2. Main duties/responsibilities

Supporting the Chief Executive day-to-day

- Managing the Chief Executive's inbox and diary, using your judgement to weigh up competing demands, spot the priorities and protect time for the work that matters most. This may include drafting letters, emails and other correspondence on the Chief Executive's behalf, pitched and worded for whoever is going to read them.
- Arranging visits, meetings and events with key stakeholders and high-profile guests on behalf of the Chair and Chief Executive. This includes regular Board, Committee and Executive Team meetings.

- Pulling together information, research and briefings so that the Chief Executive and the Executive Team have what they need to make decisions and solve problems.
- Looking after the Chief Executive's budget within delegated limits and acting as first point of contact for staff registering gifts and hospitality, keeping the register up to date in line with our Anti-Bribery and Corruption Policy.
- Finding better ways of working and putting simple systems in place to keep things running smoothly, bringing the order and oversight of good office management to the Chief Executive's work.

Supporting the Executive Team and our Trustees

- Coordinating the work of the Executive Team, the Board of Trustees and its sub-committees, including the Finance, Nominations and County Committees. This covers planning and preparing agendas, advising on and proof-reading reports, taking minutes and making sure decisions are followed through.
- Keeping track of actions and gently chasing them to completion so that deadlines are met, and nothing is forgotten.
- Looking after governance documentation, such as the Trustee Governance Manual, the record of decisions taken outside committee and the forward plan of business, inc. collating related party declarations and making sure legal documents and notifications reach the Charity Commission and Companies House on time via our Company Secretary.
- Helping the Chief Executive, the Executive Team and the Chair recruit and induct new Trustees so that they settle in well.
- Being a source of advice for colleagues across the charity on how to work with, and bring decisions to, the Executive Team and Trustees.

Working across the charity

- Supporting the Chief Executive, the Executive Team and the Trustees with confidential and sensitive matters, always with the utmost discretion.
- Getting involved in charity-wide projects and high-profile events and leading on some of them where it makes sense, for example work connected to our environmental and sustainability commitments.
- This list of duties is not conclusive and may include any other reasonable duties in line with your skills and responsibilities.

3. General duties/responsibilities

- From time to time, the post holder may be required to work at any of the Charity's sites in line with organisational needs.
- All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Charity policies and legislation on confidentiality, data protection, freedom of information and computer misuse.
- All staff are required to adhere to and act consistently with all relevant health and safety legislation and Charity policies and procedures in order to ensure that their own and the health, safety and security of others is maintained.
- Staff will actively promote the Charity's commitment to equality and diversity by treating everyone with dignity and respect.
- All employees should take a proactive approach to personal development in order to ensure that skillsets are aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs.
- All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults.
- It is the responsibility of all employees to conduct all business in an honest and ethical manner.
- Staff should uphold and demonstrate the Charity's values (reasoned, accountable, integrity, synergy and evolution).
- All staff should be aware of their responsibilities to protect the reputation of the charity e.g. social media and behaviour.
- Reporting incidents via the Radar system as part of an open and fair culture.
- Staff should be willing to undertake any activity as deemed appropriate by the charity that is in line with skills, experience and knowledge.

4. Person specification

About You

You are the sort of person who naturally brings order to a busy environment. You spot what needs doing before you are asked, follow things up, keep people to their commitments and take quiet satisfaction in knowing that everything is under control. You can juggle competing priorities without losing your composure, and you are comfortable using your own judgement about what is urgent, what can wait and what needs to be escalated. You are flexible when plans change at short notice, and patient when things are busy or people are under pressure.

You are confident dealing with senior people and external contacts, and you build warm, trusting relationships easily. That confidence sits alongside a good measure of humility, and you are the first to ask when you are unsure rather than press on regardless. You handle confidential information with care, pay close attention to detail, and you genuinely enjoy working alongside the people you support.

Education and qualifications	
Essential	Desirable
	A degree or relevant accredited training.
Experience	
Essential	Desirable
Experience of supporting senior or leadership staff in an administrative and governance role, ideally for three years or more.	Five years or more supporting director level staff in a similar role. Experience of working with Trustees. A background in the public or healthcare sector.
Knowledge and skills	
Essential	Desirable
A real eye for detail and pride in getting things right, first time. Excellent communication skills and the knack of building strong, trusting relationships with colleagues and people outside the charity. A strong writer who can turn a rough steer into a clear, well pitched piece of correspondence, taking real care over tone, accuracy and the reader. Confidence with IT, including all the Microsoft Office programmes, email and the internet. An open and curious attitude towards new technology, including artificial intelligence, and an interest in how tools such as Microsoft Copilot can be used sensibly to save time and work more efficiently, always within our data protection and information governance policies. A current UK driving licence and the ability to travel to a number of locations across East Anglia.	
Personal qualities	
Essential	Desirable

A discreet, diplomatic and proactive nature, and an outlook that fits well with our values. Flexible when plans change at short notice, and patient when things are busy or people are under pressure.	
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