

Cornwall Air Ambulance

Saving Time. Saving Lives.

Executive Assistant to the Senior Leadership Team and the Board

Location Cornwall Air Ambulance Trust HQ Newquay

Reporting to Chief Executive

The position is 37.5 hours per week, permanent contract

Salary band £20,000 to £25,000 pa. Pension scheme.

Closing Date 17th March 2017

Interview Date 30th March 2017

The Cornwall Air Ambulance is celebrating 30 years of saving lives in Cornwall and the Isles of Scilly. Our life saving helicopter service has been serving the resident and visitor community is almost entirely funded by public donations. The charity and the operations are based together on the outskirts of Newquay Airport, where the building provides a superbly motivational place to work, together with a hub for positive community interaction.

We are currently seeking an accomplished and highly competent Executive Assistant to provide excellent support primarily to the senior leadership team (comprising the chief executive, finance director and head of income generation) and also to the Board.

Qualified to a minimum of A Level or equivalent, you must have proven PA/EA experience at Director/CEO level and/or holding a role in a pool of busy senior administrators, where a high degree of autonomy and highly developed administration and organisational skills are required. Ideally you will also have knowledge or experience of working for the voluntary sector or a Charity.

This is a varied and busy role and to be successful you must have strong prioritisation and time management skills, excellent verbal and written communication skills along with the ability to develop effective and positive working relationships internally and externally. You will be absolutely committed to excellence in organised administration.

The Executive Assistant must have superb listening and minute taking/producing skills and the ability to manage sensitive or confidential information appropriately. A full driving license is

required as duties may very occasionally involve working at locations other than our headquarters.

Normal office hours are 9 am – 5pm but we are seeking a candidate who is able to offer their support to the wider fundraising team, and the SLT, most especially when significant events are held on our charity premises which are outside of normal office hours. We operate a time off in lieu policy.

The Executive Assistant will have the following principal responsibilities

EA duties for the chief executive

- Develop and maintain a good understanding of the chief executive's priorities, and proactively focus on helping to manage their internal and external communications, maximising the chief executives capacity to focus on other objectives.
- Schedule routine meetings between the chief executive and the chairman
- Manage the diary of the chief executive, organising meetings, proactively managing travel and accommodation and providing the support materials to maximise the chief executive's effectiveness at meetings and events.
- Actively monitor all incoming communications to the chief executive and the chair, action and escalate as required.
- Manage all necessary internal and external communications from the chief executive, including drafting or sourcing content to assist with presentations, correspondence, written communications, working with other departments as required.
- Assisting with the organisation and arrangements for staff workshops and strategy days, including all aspects of event administration.
- As part of a team, assisting with the organisation of significant events for example visits from our Royal Patron.
- Assist the CEO and Finance Director in administration of legacy fundraising, using the CRM Database and maintaining a rolling schedule of legacies in progress.(Training will be provided)

EA duties for the board of trustees

- Call for, and distribute high quality papers, taking and producing minutes of board meetings and monitoring implementation of agreed actions.
- Organise, maintain and when necessary re-organise the non-executive meeting schedule for the Board meetings and committees and ensuring the timing of committees leads into quarterly board meetings.
- Organise trustee board away days, organising venue, papers and other resources.
- Provide administrative support to the process of trustee recruitment and induction including maintaining and updating the Trustee Handbook for new and existing Trustees.
- Maintain a record of board level policies updating as necessary

EA duties for the senior leadership team

- Organising the internal executive meeting schedule for the SLT.
- Scheduling external meetings, conferences and seminars for the SLT as required, together with travel and accommodation if necessary.
- Call for and distribute papers, minute meetings, monitor implementation of agreed actions, for each of the executive committees and working groups within the charity.
- Compile data, complete and submit the charity annual complaint report to the Fundraising Regulator, and produce a summary report for the board of trustees

EA Admin Duties

- Develop and maintain effective electronic and paper based filing systems.
- Produce documents within corporate identify guidelines
- Deal with bookings for our conference and training rooms, ensuring these are recorded in the calendar.
- Maintain daily and monthly report files relating to helicopter operations.
- Maintain and develop the office manual of systems, equipment and maintenance agreements.
- Order and maintain stocks of stationery and consumable supplies for office machinery.
- Order and maintain stocks of uniform for staff and volunteers.
- Maintain and update the charity organisation diagrams, internal contact lists
- Produce and distribute annual meeting plans, make changes and update as necessary.
- Manage and maintain records relating security access, keyholders, driving licences and insurances and other sensitive data
- Manage the day to day external relationship with the IT Support Agent, assisting staff where necessary to raise Support Tickets and providing a communication conduit when material upgrade or remedial works will affect the running of all departments.
- Ensure all scheduled and urgent building maintenance contractors are diarised and communicated to relevant departments, and prepare and submit airside work permits.
- Maintain record keeping of all health and safety documentation for our head office premises

Scope and Level of Authority

- The post holder is responsible to the chief executive.
- The post holder may occasionally supervise volunteers assisting with administration projects.
- The key internal relationships will be with the board of trustees, the fundraising team, the finance department, the volunteering department and the operations staff.
- The key external relationships will be with regulatory authorities, corporate contacts, national and regional groups, the helicopter operator and the ambulance service,

hospitals, external consultants, other charity contacts, and others on behalf of the CEO and Trustees.

- The post holder will at times, act autonomously, defining own priorities and without detailed supervision.
- The post holder will be expected to gain a sufficient understanding of the Cornwall Air Ambulance Trust activities to enable effective decision making.

Generally

- The above job description is not exhaustive and from time to time the post-holder can expect to be asked to perform other duties associated with organisation administration.
- All employees are expected to adhere to the charity policies and procedures set out in the Staff handbook, and special attention will be drawn to policies relating to data protection, IT security, health and safety, social media, safeguarding, as well as the charity mission vision and values.

Requirements	Essential	Desirable
Education	Qualified to A level or equivalent	Degree Executive Secretary Diploma
Experience	Substantial PA experience at Director level/ CEO level where a high degree of autonomy, and confidentiality are required Experience of managing high quality administrative systems and processes	Experience of working with Board members and administrating board and committee meetings Experience of working in the voluntary sector
Skills and Competencies	Excellent ability to communicate effectively verbally and in writing, internally and externally. Ability to develop positive working relationships with others Ability to work in busy fast paced environment Ability to take and record accurate minutes and produce them in a timely fashion Strong prioritisation and time management skills Ability to multi-task whilst maintaining a positive and calm attitude Meticulous attention to detail	Ability to understand financial records and read budgets Ability to undertake research and produce coherent reports Event management skills

	Ability to manage sensitive or confidential information appropriately Behaves openly, ethically and professionally, willing to learn and develop to achieve high level of performance	
Technical Skills	Excellent IT skills including MS Office Packages, in particular Outlook, Word, Excel, Powerpoint, Ability to use databases	Ability to use MS Project Ability to use MS Visio Ability to learn and use Content Management Software for Websites Ability to use charity database software such as Donor Strategy
Personal qualities	Self starter, flexible and adaptable as a person Committed, loyal and honest, with a passion for being a fabulous executive assistant Commitment to equality and diversity	Sense of humour A love of being in a fundraising environment

How to apply

Complete the standard application form, and return together with your CV to :-

Paula Martin
Chief Executive
Cornwall Air Ambulance Trust
Trevithick Downs
Newquay
Cornwall
TR8 4DY
paula@cornwallairambulancetrust.org
Tel 01637 889926 Extension 100 for an informal discussion

Closing date is Friday 17th March 2017 at 5pm

Interviews are on Friday 24th March 2017 at CAAT HQ. Candidates will be expected to provide a portfolio evidencing qualifications. Cornwall Air Ambulance encourages all applications in line with our policy of equality and diversity within the workplace