



Job Title: Executive Assistant and Business Manager (Maternity Cover)

Reporting to: Director of Operations and Clinical Director

Direct Reports: None

Salary: £38,000 (pro rata if working less than 35hrs a week)

Location: Hybrid 50/50, 175 St John Street, Clerkenwell, EC1V 4LW

Hours & Basis: 28-35 hours per week, 12 months FTC

About this role:

This role ensures the Director of Operations and the Clinical Director are fully supported with their busy workload by handling their diary management, fulfilling reporting requirements, preparing meeting documents and taking minutes as well as delivering or supporting on key project work. You will be the first point of contact with a wide range of stakeholders including the executive team, trustees and senior executives from external organisations, therefore you will need to uphold high standards of professionalism, be detailed oriented and extremely organised. Strong administrative and data handling skills are essential, together with an enthusiastic and flexible approach to work, good interpersonal skills and a genuine passion and drive to make a difference to the children and young people we support so that no child has to face mental health issues alone.

Key Responsibilities:

- Provide reports, analysing organisational growth, insights, and trends, and present key findings to stakeholders.
- Critically evaluate business processes to ensure they are efficient. Identify weaknesses and develop and create improvements.
- Production of in-depth management information, reporting and dashboards using excel, power BI etc.
- Provide direct executive support to the Director of Operations and the Clinical Director by efficiently managing calendars, strategically scheduling meetings, prioritising commitments based on business importance, and ensuring smooth day-to-day operations by coordinating schedules with internal and external stakeholders.
- Schedule meeting dates for service steering groups and committees in liaison with the chair; compile meeting papers; take and distribute minutes.
- Formulate risk and governance reports for the board and other committees.

- Manage the Director of Operations and the Clinical Director's inboxes where requested
- Organise business travel and accommodation for the two Directors.
- Maintain an overview of the two Directors' workloads, following up on action points.
- Actively participate in data strategy meetings to challenge and influence improvements to systems and processes.
- Manage relationships with various stakeholders across finance, systems, research, administration etc. to drive initiatives that have positive effects on working practices and efficiencies.
- Work closely with colleagues from across the organization to ensure deadline driven work set by a Director is completed on time.
- Communicate and liaise with executive assistants and operations coordinators to provide advice and support on matters relating to operations.
- Provide either project management, project support or project facilitation on a range of projects as directed.
- Create and issue the weekly bulletin to all staff.
- Ensure that changes in policy related to clinical functions or operations are communicated and shared across the organisation and that they are uploaded to the intranet.

What you will need:

- Well organised and able to work to tight deadlines, with the ability to work unsupervised, multi-task and prioritise a varied workload.
- Personable and able to create good working relationships easily, with the ability to organise others when necessary.
- Ability to manage up and have professional relationships with senior members of the team.
- Excellent communication skills, diplomacy, interpersonal skills and written skills.
- Proven ability to maintain confidentiality and discretion.
- Proven success in a data handling role
- Experience of working with and manipulating large data sets whilst working towards the highest level of data accuracy.
- A strong understanding of each of the data handling principles.
- Enthusiastic, self-motivated with sound judgement and an ability to use initiative and problem solve.
- Solution focused with an attitude of continuous innovation and improvement.
- Experience in managing multiple diaries.
- Experience in establishing strong relationships across a range of stakeholders, with a focus on interdepartmental communication.
- Highly skilled in the use of Excel, Outlook, PowerPoint, Teams. Good experience with data processing platforms such as PowerBI is desirable.
- A strong commitment to our values and ability to demonstrate these in your work: perseverance, integrity, creativity and compassion. <https://www.place2be.org.uk/about-us/our-work/our-mission-vision-and-values/>.