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**Role Profile: Executive Assistant**

**Directorate:** Asset & Development

**Department:** Asset & Development

**Reports to:**  Executive Director – Asset & Development

**Direct reports:**  None

**Key relationships:**  Asset Management, Development, EA team, People team, Leadership Team, Executive Team

**Purpose**

The purpose of the role is to provide comprehensive executive support to the Executive Director – Asset & Development, providing a full confidential administrative service, including diary and email management.

**Key Responsibilities**

* Help to manage the workflow of the Executive Director, providing administrative support to organise their schedule. Ensure there is an effective structure in place to meet deadlines, give feedback and respond appropriately.
* Organise and co-ordinate meetings/away days for the Executive Director, working with their management team to ensure they provide detailed information and responses as required.
* Maintain an effective and confidential filing system for the Executive Director and team, ensuring that responses are received and replies completed within defined timescales.
* Liaise directly with the other Executive Assistants to ensure a comprehensive service is provided to the Executive Team, Committees, and the Board, including minute taking at the Board, Committee, Executive Leadership Team and department meetings.
* Build understanding and knowledge of the organisation and the Executive Directors’ key areas of responsibility.
* Arrange and attend meetings/away days including those outside of normal working hours, circulate agendas and related papers, take notes and produce accurate minutes for circulation.
* Keep SharePoint content up to date and provide reminders for content within scope.
* Facilitate the signing and sealing of documents where required.
* Provide support and be part of ad-hoc corporate projects and co-ordinate associated meetings.
* Process expenses and mileage claims for the Executive Director, as well as other inputs into the finance system.
* Provide support to the Executive Director’s team to ensure that all compliments and complaints are responded to within set timescales, and actions from them are tracked until they are closed.
* Focus on customer care, be empathic to customers’ needs and ensure they have a positive experience of Saxon Weald.
* Any other duties to help the Executive Director deliver their responsibilities.
* Provide support as required to other Executive Directors to cover absence.
* Take a collaborative approach to managing complaints, working with colleagues across the business to reach a prompt and fair resolution. Take collective responsibility for any shortfalls identified and seek to learn from mistakes.’

**Key Outputs / PIs**

* Ensure all Asset Management & Development Committee meetings are set up, organised and minuted accurately.
* Ensure forward plans are created, kept up to date for Committee meetings.
* Ensure all correspondence is delivered within prescribed timeframes.
* Ensure policies and procedures are tracked, updated by the relevant parties and presented for approval within prescribed timeframes.
* Ensure all reports from Asset Management & Development teams are diarised and produced on time.
* Set up team meetings and 121s.

**Knowledge, Skills and Experience**

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| Essential |
| Experience providing PA/EA support at a senior level, including diary management in a busy working environment with the ability to prioritise and work independently. |
| Excellent interpersonal skills with a friendly, adaptable style to build strong working relationships across the business and effectively communicate with all stakeholders including the Board. |
| Demonstrable experience of supporting high level meetings and formal committees, including detailed minute-taking. |
| Proactive approach to problem-solving and using initiative to find better ways of working |
| Excellent attention to detail and accuracy. |
| Experience of handling sensitive or confidential information discreetly. |
| Experience of data entry and general administration and operations. |
| Proficient in the use of the MS Office suite including Word, Excel, Outlook, PowerPoint, Teams. |
| Dealing with customer enquiries and letters, researching information and responding on behalf of the Executive Director. |

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| Desirable |
| Confident in using MS Teams, SharePoint and OneNote. |
| Experience of using CRM databases, adding notes and interrogating actions completed. |
| Previous experience of working in the social housing sector. |
| Track record in developing new ways of working and delivering operational efficiencies for a team or department. |

**Our Values**

Saxon Weald’s values are our underlying principles and are what matter most to us. They are an anchor point to match everything we do against. At Saxon Weald we will:

**Be Customer Led** - Start with the customer, putting their needs first. Listen to them carefully, be polite and open in conversation, understand what they really want and do your best to find a solution.

**Be One Team** - We perform better when we work together towards a common goal. Get involved, collaborate and support each other, communicate often and well, share your ideas, help out where you can, and enjoy doing it!

**Be forward thinking** - Embrace change, try new things, aspire to improve, learn and be curious, be positive and enthusiastic.

**Be inclusive** - Bringing together different people with different perspectives will give the best outcomes. Celebrate and value our differences and treating everyone equally and with respect.

**Do the right thing** - Act with integrity & empathy, show respect, be compassionate and considerate. Take pride in your work, earn the trust of colleagues and customers. Do what’s right and do a good job.

*It is the practice of Saxon Weald to review role profiles to ensure they reflect the strategic aims of the organisation and the key deliverables of the team and individual role holder. The responsibilities cited within this profile are not exhaustive and all Saxon Weald employees are asked to be flexible in undertaking additional duties and responsibilities reasonably attached to their role.*

*Updated by: Helen Taylor*

*Updated on: 17 April 2024*