



Job Description

Job title:	Executive Assistant to the Senior Leadership Team (Chief Executive / Senior Operations Manager / Senior Services Manager / Development Manager)
Responsible to:	Chief Executive Officer (CEO)
Location:	Hybrid (office and home based in line with role requirements)
Term:	Permanent
Annual salary:	£18,715.46 (FTE £30,776.53)
Hours:	22.5 hours per week
Benefits:	5% pension contribution after probationary period

The Role

The role of Executive Assistant (EA) to the Senior Leadership Team (SLT) is crucial in supporting the effective delivery of our mission. The successful candidate will provide high-quality executive and administrative support to the CEO and Senior Leadership Team, helping to enhance organisational capacity and ensure the smooth running of day-to-day operations.

Key responsibilities include providing proactive, high-level executive support to senior leaders through the effective management of schedules, communications, meetings, and strategic priorities. Act as a trusted partner by anticipating needs, identifying opportunities for improvement, and resolving issues proactively. Build and maintain strong relationships with internal and external stakeholders, coordinate complex projects and events, manage confidential information with discretion, and ensure the efficient operation of executive functions to support organisational objectives, informed decision-making, and continuous service improvement. The role requires someone who is highly organised, proactive, and able to manage competing priorities with professionalism, discretion, and attention to detail.

The postholder will develop a broad understanding of the organisation's operations and play a pivotal role in facilitating collaboration, strengthening communication, and enabling effective decision-making across teams and with key strategic partners.



About you

You are an experienced Executive Assistant, Personal Assistant, or administrator with a proven track record of supporting senior leaders in a dynamic and fast-paced environment. You thrive on managing multiple priorities, coordinating complex schedules, and ensuring that senior leaders are supported to work effectively and efficiently.

Highly organised, proactive, and dependable, you have exceptional attention to detail and the ability to anticipate needs, solve problems, and adapt to changing priorities. You exercise sound judgement, always maintain confidentiality, and approach your work with professionalism and discretion.

You are an excellent communicator with strong interpersonal skills, enabling you to build and maintain positive working relationships with colleagues, trustees, partners, and external stakeholders. You are confident preparing and proofreading high-quality correspondence, reports, presentations, and meeting papers, and are comfortable using a range of digital systems and tools to support effective ways of working.

Most importantly, you are motivated by the opportunity to make a meaningful difference and are committed to supporting the work of a charity that improves the lives of unpaid carers in our community. You share our values and are passionate about delivering excellent support that helps the organisation achieve its strategic objectives.

About us

The Carers' Centre is a local independent charity with a big vision! We want to live in a community where unpaid carers are fully recognised, valued and supported. By joining The Carers' Centre, you are joining a team dedicated to helping families across Bath and North East Somerset when they need us most.

We provide trusted information, advice and support to unpaid carers of all ages, enabling them to maintain or improve their health and wellbeing, stay in control of their caring role and get connected with others in a similar situation to them. In addition, we work with the wider community to improve recognition and support for unpaid carers.

We are committed to safeguarding and promoting the welfare of children/young people and vulnerable adults and expect all staff and volunteers to share this commitment. All applicants are subject to a satisfactory Disclosure and Barring Service check and at least two independent references.

We are a collaborative, values driven organisation where compassion, innovation and community impact sit at the heart of what we do. We are committed to providing services that embrace diversity and promote equality of opportunity.



Why join us?

- We want our employees to have more control over their work/life balance, which is why we offer flexible start and finish times, as well as opportunities to contribute meaningfully to the local community.
- With work/life balance in mind and the many caring roles we know people can experience, we make sure our policies work for families.
- By joining The Carers' Centre, you'll be part of strong and dedicated team, where collaboration and support is at the heart. We're all in this to make the world a little better.
- As a small but powerful local charity, we rely on digital innovation. You'll have access to a large suite of digital tools to support you to make the biggest impact in your role.
- As well as all this, you will receive a 5% pension contribution, generous sickness pay, 25 days annual leave plus bank holidays and discounts through an employee discount scheme. In addition, you will also get an additional day of leave each year, for 5 years and 1 wellbeing day per year.

To apply for this exciting opportunity, read the documents below and send your Application Form to: recruitment@banescarerscentre.org.uk.

If you would like an informal discussion about the role email jacqui.orchard@banescarerscentre.org.uk

Key responsibilities

Key objectives

- To provide proactive, high-quality executive support to the Senior Leadership Team, including the CEO, Senior Services Manager, Senior Operations Manager, and Development Manager. The postholder will enable effective leadership, decision-making, governance, communication, and organisational performance across The Carers' Centre.
- The postholder will gain insight into all areas of the organisation and play a key role in supporting collaboration, communication, and effective decision-making across teams and with strategic partners.

Executive Support

- Manage complex and dynamic diaries, ensuring effective prioritisation and forward planning, and the best use of senior leaders' time
- Anticipate the needs of the Senior Leadership Team and proactively resolve issues to support effective day-to-day operations.
- Co-ordinate and organise meetings, including scheduling, agenda preparation, minutes and follow up actions
- Act as a primary contact point for SLT's external stakeholders.
- Coordinate and organise meetings, including scheduling, agenda preparation, papers, minutes, and follow-up actions.

- Track actions arising from meetings, ensuring deadlines are monitored and progress is followed up.
- Act as a professional and trusted point of contact for internal and external stakeholders on behalf of the Senior Leadership Team.
- Draft, proofread and edit correspondence, minutes, reports, and presentations and briefing papers
- Prepare background information, reports, and documentation to support effective decision-making.
- Provide administrative support to the CEO supporting governance and compliance processes.
- Deputise for the Board PA at Board Meetings when required

Communication and Stakeholder Engagement

- Facilitate timely and effective communication within the organisation and with external partners.
- Manage incoming communications, prioritise messages, and respond on behalf of SLT when appropriate.
- Collaborate with other team members to ensure project timelines and objectives are met.
- Build and maintain positive working relationships with colleagues, trustees, partners, carers, and external stakeholders.

Governance and Compliance Support

- Support governance processes by coordinating papers, records, actions, and information for meetings where required.
- Assist with the preparation and distribution of Board and committee papers when deputising for the Board PA.
- Ensure records are maintained accurately and in accordance with organisational policies and procedures.
- Work within The Carers' Centre's policy framework and support compliance with relevant internal and external requirements.
- Support clear communication between teams to help ensure project timelines, actions, and objectives are met.
- Ensure communications are professional, accurate, accessible, and in line with GDPR requirements.

Administrative support

- Organise and coordinate meetings, cross organisational activities and special events.
- Maintain accurate records, files, systems and CRM information
- Handle confidential and sensitive information with discretion, professionalism, and sound judgement
- Support SLT planning, coordination, and delivery of organisational priorities and strategic objectives.
- Continuously identify opportunities to improve processes and ways of working

Research, Reporting, and Decision Making Support

- Undertake research and compile information to support decision making.
- Provide the Senior Leadership team with relevant data, reports and background information to aid strategic planning.
- Support the preparation of management information, briefing notes, and reports as required.
- Monitor progress against agreed actions and provide updates to support accountability and delivery.

General

- Uphold and embed our values and behavioural competencies.
- Adhere to the Carers' Charter.
- Work within The Carers' Centre's policy framework.
- Ensure that you adopt good practice within the Carers Trust network.
- Take responsibility for ensuring communications are in line with GDPR guidelines.
- Encourage carers to provide feedback on The Carers' Centre services and to become actively involved in shaping future delivery.
- Work with the Carbon Champion, the Senior Leadership Team and small working group of colleagues to look for ways to reduce carbon footprint across the organisation, make cost savings on energy usage and achieve targets throughout the Carbon Footprint project
- Support the Carbon Champion by implementing environmentally friendly practices to help reduce our carbon footprint.

Person specification

Qualifications	Essential	Desirable
Good literacy and numeracy competency (including GCSE Maths and English at grade C/4 or above), or equivalent qualifications/ experience.	Y	
Relevant training or qualification, training or professional development in administration, executive support, business support, minute taking or related field.	Y	
Professional experience/knowledge		
Experience providing high-quality executive, personal, or administrative support to senior leaders within a busy and fast-paced environment.	Y	
Experience managing complex diaries, meetings, correspondence, and competing priorities.	Y	
Experience preparing agendas, taking minutes, and tracking actions arising from meetings.	Y	
Experience handling confidential and sensitive information with discretion and professionalism.	Y	
Understanding of governance processes and supporting senior leadership or Board-level meetings.		Y
Understanding of the third sector and specifically the unpaid carer role.		Y
Skills and abilities		
Exceptional organisational and time management skills	Y	
Excellent written and verbal communication skills, including the ability to draft and proofread professional correspondence and reports.		
Demonstrates an ability to understand and convey complex information clearly and accurately		

Ability to work independently, prioritise workload effectively, and use initiative to solve problems		
Excellent interpersonal and social skills with the ability to build effective relationships with a range of stakeholders	Y	
Demonstrated proficiency in MS office and other relevant software	Y	
Personal attributes		
Proactive, adaptable, and resilient, with a positive and professional approach to work.	Y	
Demonstrates sound judgement, integrity and discretion	Y	
Interest in and willingness to embrace new digital tools, technologies, and ways of working.	Y	
Demonstrated ability to work independently, proactively and under own initiative.	Y	
Commitment to and able to work in a way that promotes and respects equal opportunities, diversity and promotes inclusion.	Y	
Demonstrates behaviours consistent with the values of The Carers Centre	Y	
Other requirements		
Flexibility to work occasional evenings and weekends as required.	Y	