



## Executive Assistant to CEO and Director of Operations

The key focus of this role will be to provide strong administrative support and assistance to the Chief Executive Officer (CEO), and the Director of Operations (DOO), ensuring the smooth management of their day-to-day commitments and develop an understanding of what the most effective use of their time will be.

The role requires attention to detail, exceptional organisational skills, flexible and independent working as well as the ability to juggle multiple time-sensitive requests. The support to both the CEO and DOO requires, but is not limited to, managing complex calendars, scheduling appointments, tracking key calendar events, drafting correspondence, greeting visitors, coordinating travel arrangements, attending meetings and note-taking, and maintaining electronic filing and database contacts.

### Duties include:

#### (For the CEO):

- Diary management
- Gatekeeping by screening documents and information
- Receive telephone calls and enquiries; process and prioritise as appropriate
- Liaise effectively with the offices of the Chairman, Deputy Chairman, Board members and their respective EA's
- Coordinate Board and other trustee committee meetings
- Prepare and distribute board pack and other meeting agendas and papers
- Schedule CEO led SMT calls and weekly/monthly catch ups with direct reports
- Monitor Chief Exec mailbox and follow up any actions
- Develop trustee and external stakeholder relationships
- Support trustees where appropriate and maintain any governance requirements
- Develop working relationships with the offices of other communal organisations

#### (For the Director of Operations):

- Diary management
- Schedule weekly and monthly catch ups with direct reports
- Support interdepartmental projects
- Proofread policies/procedures
- Liaise with Shield House managing agents
- Work closely with Building Manager
- Liaise and maintain tenant relationship within Shield House

### The ideal candidate should have:

- Ability to handle issues with discretion and professionalism
- Excellent verbal and written skills
- Effective decision maker, solution focused, and results driven
- Possess a natural ability to building lasting working relationships
- Flexible calm attitude
- Supportive approach to working with other departments to help with workplace culture

Applicants are invited to submit their CV together with a covering letter to [careers@cst.org.uk](mailto:careers@cst.org.uk), writing 'Executive Assistant to the CEO and DOO' in the subject heading. Closing date for applications: **31 May 2022** but may close earlier if a suitable candidate is found.