

Role:	Executive Assistant to the COO
Responsible to:	Chief Executive Officer (CEO)
Responsible for:	n/a
Grade:	£26,000 to £30,000 p/a

Purpose:

You'll play an important role in helping the Chief Operating Officer (COO) at Glitch perform at their highest level and add maximum value to the work of Glitch. The EA to the COO provides PA and project support to the COO including diary and email management. You will be organised and always thinking ahead to ensure the COO has all the tools, information and support they need to succeed.

You will work closely with the EA to the Chief Executive and Senior Team Coordinator to ensure consistent and effective administration systems and processes across the organisation. You'll act and speak on behalf of the COO when delegating tasks or following up actions and requests.

Responsibilities:

As Executive Assistant to the COO, you will play an important role in the development of Glitch in several core areas:

Email, Diary & Meeting Management (60%)

- Undertake full, proactive diary management for the COO, scheduling meetings and informing them and other attendees of changes.
- Manage email inboxes for the COO, organising messages and replying to emails where appropriate.
- Maintain full and complete confidentiality in relation to knowledge and information shared by / with the COO.
- Arrange visits and meetings as required including stakeholder visits and staff meetings – including occasionally accompanying the COO at external events and representing Glitch to key stakeholders as appropriate.
- Coordinate travel and accommodation bookings for the COO – making bookings in advance to ensure best value for the charity.
- Ensure the COO has background information before attending events and meetings.
- Liaise with colleagues in the organisation and key stakeholders / funders to ensure appropriate access to, and meetings with, the COO that ensures they are accessible whilst also prioritising and protecting their time where appropriate.

Project Support (40%)

- Support the COO in producing and compiling Board papers and reports in advance of Board and subcommittee meetings.
- Undertake research on behalf of the COO to gather data and information to help further their work priorities.
- Support the COO to maintain and manage certain relationships including updating the CRM system (Beacon).
- Take follow up notes from meetings involving the COO, follow up emails and keep track of projects that the COO is leading on.
- Support with project delivery on key priority areas for the COO including taking on delegated actions, drafting documents and checking progress against agreed tasks.
- Support the COO in business development including identifying potential partnership opportunities.
- General administrative support and adhoc assistant support for the COO.
- Carry out actions and communication on behalf of the COO to colleagues within, and outside of, Glitch.
- Help to identify opportunities to improve the effectiveness and efficiency of the working practices of the COO.

The following is an estimate of the balance of the role. It may change at different points during the year and over time but is intended to give a feel for the split of work.

Email, Diary & Meeting Management	60%
Project Support	40%

Person Specification:

QUALIFICATIONS and EXPERIENCE

- Experience in an administration support role and/or working within a customer-service based role.
- Maintaining and developing systems and procedures.
- Providing PA, diary management and/or email support for leaders (desirable).
- Working with or in a small / start-up environment where flexibility and adaptability is key (desirable).

KNOWLEDGE, SKILLS and ABILITIES

- Proactive and able to learn and develop quickly.
- Excellent problem-solving skills and ability to be adaptable and responsive to changing circumstances.
- Extremely high levels of personal and professional integrity, honesty and discretion.
- Organised and efficient with the ability to manage multiple tasks from different stakeholders.
- Excellent verbal and written communication skills.
- Ability to use a range of IT software.
- Attention to detail and a high level of accuracy within work.

VALUES and BEHAVIOURS

- Demonstrable commitment to Glitch's vision and values.
- Commitment to Glitch's policies and procedures.
- A commitment to championing anti-racism, intersectionality and inclusion.
- Flexible to fast-changing organisational needs in a start-up and willingness to operate in an environment where we need to adapt to constant change.

REVIEWED: September 2023

To Express an Interest:

If you'd like to express an interest in the opportunity, please email info@glitchcharity.co.uk with the following information:

- Your LinkedIn profile (if up to date) or current CV.
- A short statement (maximum 300 words) outlining how you can add value to the role and to Glitch.

Documents needs to be sent in word.doc and titled in this format '[your initials] - Glitch COO EA Role - CV' '[your initials] - Glitch COO EA Role – Supporting Statement'. Please make the subject of your email '[your initials] - Glitch COO EA Role Application'.