

Raystede Centre for Animal Welfare

Job Description



Job Title:	PA to CEO
Responsible to:	Chief Executive
Hours of work:	Part-time hours worked flexibly within the needs of the business. Occasional weekend working may be required.

Background Information:

Raystede Centre for Animal Welfare, established in 1952, is a charity that aims to give animals a better life through rehoming, rehabilitation and sanctuary, and give people the support and knowledge they need to treat animals with care and respect. We care for more than 400 animals every day, including cats, horses, dogs, rabbits, hens and exotic birds. We help most of the animals find new homes but also provide life-long sanctuary for those animals that cannot be rehomed. Our beautiful 43 acre site is open for visitors to get a unique glimpse into a working animal welfare centre. Animals are at the heart of everything we do but we could not care for them without our expert and dedicated team of staff and volunteers. Surrounded by animals, lakes, trees and fields with a café, shops, parking and many other benefits, Raystede is an uplifting and rewarding place to work.

The PA to the CEO plays a key coordinating role in the running of Raystede.

Main Purpose of the role:

Working with the Chief Executive, Board of Trustees and with the Senior Management Team, provide confidential, professional, comprehensive and efficient senior secretarial, project, governance and administrative support.

Key responsibilities:

Personal Assistant support to CEO and SMT

- Provide comprehensive senior secretarial support to the CEO, including diary management, managing communications, editing and preparing documents and reports, meeting and greeting contacts, organising lunches, organising travel and accommodation.
- Provide project and communications support as delegated, including carrying out background research and presenting findings, editing and producing documents, briefing papers, reports, newsletter and presentations.
- Managing relationships, including as a first point of contact to the CEO's office: dealing with correspondence and phone calls. Liaising on behalf of the CEO with internal and external contacts, staff, volunteers, donors and visitors as necessary.
- Provide senior secretarial and administrative support for the Senior Management Team as a group or individually where necessary. This includes preparing the Duty Manager 7 day rota.
- Responsible for the running of the CEO office, post, ordering stationery.
- Provide a range of logistical and administration support on behalf of CEO's office, including organising internal and external events, and arranging courses and conferences within the UK and overseas.
- Devising/maintaining office systems, including data management and filing.

- Reminding the CEO and SMT of important tasks and deadlines.

Governance support

- Provide senior secretarial, coordination and administrative support for the Chair and Trustees.
- Manage annual calendar for Board and Sub-committee meetings, ensuring timing fits with business, financial and governance cycles.
- Collate reports/information for Board packs.
- Provide governance support to senior meetings, including Board, sub-committees, senior management team, and other ad hoc meetings as required. This includes drafting agendas, collating papers in advance, coordinating meetings (virtual and/or physical), taking minutes covering complex and sensitive items, and follow up on agreed actions.
- Minute-taking at Board meetings and other senior level meetings.

Key working relationships:

Internal – Trustees, SMT, all staff and volunteers.

External – donors, supporters, visitors, general public.

Scope & limits of authority

Decision making – correspondence, phone calls, diary management, office systems, presentation of documentation, timing and manner of progress-chasing items in support of CEO or governance levels.

Financial resources – coordinating stationery ordering for the organisation. Managing catering and venue hire for certain events.

Material resources:

Information and communication resources – responsible for handling highly confidential matters. Liaison with a very wide range of people involved in the management of Raystede (Trustees, SMT, CEO) including preparing accurate minutes of meetings (6 Board meetings 4 Finance Committees, AGM etc). Maintaining key documents such as the Governance Framework or the Business Continuity Plan. Talking to a wide range of influential people and organisations on behalf of the CEO including major donors and honorary officials. Creating the quarterly staff newsletter and organising Staff Forums.

People management – liaising with a very wide range of staff and volunteers and representing the CEO's office in the best possible way. Persuading people to meet deadlines!

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Person Specification

Post Title: Personal Assistant to CEO

	Essential	Desirable	Method of Assessment/ Source of Information
Education and Qualifications	<ul style="list-style-type: none"> • Full Driving Licence • Minimum typing 70 wpm. 	<ul style="list-style-type: none"> • Level 3 Certificate in Professional and Administration Skills or similar. 	Application Certificates
Knowledge and Experience	<ul style="list-style-type: none"> • Senior secretarial skills and administrative skills, including previous experience in a Personal Assistant role • Understanding of governance administration and support requirements • Proven application of sound and effective customer care skills including face to face, on the phone, social media and written communications. • Working with members of the public or within a visitor environment. • Highly competent IT user (Microsoft Office). • Attention to detail and high level of accuracy. 	<ul style="list-style-type: none"> • Experience in a charity environment. • Ideally experience of providing administration support to governance levels of an organisation 	Application Interview
Key Skills and Abilities	<ul style="list-style-type: none"> • High level of literacy in order to draft minutes from complex governance level meetings and draft communications and edit reports • Ability to work within a diverse team and build excellent working relationships. • Strong planning and time management skills and ability to both personally meet deadlines but also coordinate others input to deadlines. • Ability to manage relationships with tact and diplomacy. • Excellent attention to detail. 		Assessment activity Application Interview
Personal Attributes	<ul style="list-style-type: none"> • Personable, sociable and people oriented. • Proactive and self-motivated with the ability to think creatively. • Dedication, commitment and tenacity. • Empathy and understanding of the love for animals. • Ability to make decisions when dealing with often constant and conflicting demands on time 	<ul style="list-style-type: none"> • Awareness of animal welfare issues 	Application Interview
Other	<ul style="list-style-type: none"> • To have a flexible approach to working hours. • Availability of vehicle for work use and in possession of a current, clean driving licence. • Flexibility of circumstances and willingness to visit national and regional venues for CPD. This may involve some overnight stays and occasional work in the evenings and at weekends. 		Application Interview
<p>You should be aware of the confidential nature of the some of the work carried out at Raystede, details of which must not be divulged to any unauthorised person.</p>			



RAYSTEDE
— GIVING ANIMALS A BETTER LIFE —

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you applying for. This information will help you if successful in your application identify any health related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Using display screen equipment	X
Working with children/vulnerable adults	<input type="checkbox"/>
Moving & handling operations	<input type="checkbox"/>
Vocational driving, driving light goods vehicles, people carrying vehicles or forklift trucks	<input type="checkbox"/>
Lone Working	<input type="checkbox"/>
Shift work	<input type="checkbox"/>
Night work	<input type="checkbox"/>
Climbing/Working at height	<input type="checkbox"/>
Working with hazardous substances, skin irritants, sensitisers, and/or with biological agents or chemical agents	<input type="checkbox"/>
Working with dangerous machinery	<input type="checkbox"/>
Exposure to noise and /or vibration	<input type="checkbox"/>
Handling animal food	<input type="checkbox"/>
Exposure to blood /body fluids	<input type="checkbox"/>
Providing animal care	<input type="checkbox"/>