



# CEO Office Team Assistant

## Job description

<b>Grade</b>	Grade B of Mind's salary scales
<b>Type of contract</b>	Permanent
<b>Directorate</b>	Chief Executive's office
<b>Team</b>	Chief Executive's office/ Business Development Team
<b>Reports to</b>	Direct reporting to Executive Assistant to CEO Indirect reporting to Business Development Manager
<b>Responsible for</b>	No line management
<b>Location</b>	Stratford 1 day p/w minimum. The remaining 2 days p/w can be office-based or homeworking.
<b>Hours</b>	21hrs p/w (3 days)

### About the role

The role of the Team Assistant is to support the effective administration of the Chief Executive's Office including the Business Development function. This will include secretariat and administrative support for the team (arranging meetings, taking minutes, undertaking discreet desk research), as well as providing direct cover and support for the Executive Assistant to the CEO, including covering phones as well as providing direct EA cover during the Exec Assistant's non-working hours and holidays.

### Key Responsibilities

1. To effectively support all administrative arrangements needed to facilitate the efficient working of the Chief Executive's office providing support as required to the CEO, Executive Assistant and the wider Business Development team.
2. To make travel and accommodation arrangements for the team as required and support the coordination of external visits to the office from a range of organisations.



3. To support the team by coordinating the production of briefings and presentations and undertake desk research related to the work of the department as required.
4. To maintain appropriate management and filing systems for the team such as annual leave and invoice authorisation.
5. To help with sorting and following up on correspondence to the Chief Executive's office, including delegation to other departments and monitoring of action as required.
6. To support the planning and organisation of events, including sourcing and booking venues, arranging catering and any other administrative arrangements for meetings and events within specified budgets.
7. To set up internal and external meetings as required and ensure the smooth running of these by setting dates, confirming attendance, sending agendas and papers, booking rooms and refreshments, taking accurate minutes and coordinating any last minute changes to arrangements.
8. To provide high level customer care in dealing with routine and non-routine enquiries from internal staff, local Minds and the general public using judgement and tact to ensure these are handled appropriately.
9. To co-ordinate arrangements for corporate meetings liaising with other departments and external agencies as required.
10. To undertake research and ad-hoc projects as needs arise or other duties that may from time to time be necessary, that are compatible with the nature and grade of this post.
11. In keeping with the nature of the work undertaken by the office, the post holder is required to maintain and observe an appropriate level of confidentiality at all times.

## **Expectations**

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are



treated fairly and equitably at work and promoting equity in physical and mental health for all.

This means you will be expected to:

- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.



- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

## Person specification

### Essential criteria

1. A passion and commitment to Mind's strategy, purpose, and values, with a genuine interest in, and understanding of, the issues affecting our work and the individuals we support.
2. Demonstrable experience of office based administrative work.
3. Good IT skills. Competent in the use of online video conference platforms such as Zoom and Microsoft Teams and MS Office, including Word, Excel, Outlook. In particular, the ability to produce presentations to a high standard via PowerPoint, and accurately maintain spreadsheets and CRM systems.
4. Excellent interpersonal and communication skills face-to-face, by telephone, and in writing. Ability to respond to a wide range of internal and external stakeholders with a high level of customer care.
5. Experience of organising and prioritising own workload on a day-to-day basis. Flexibility to reprioritise effectively and respond to requests for information at short notice. Ability to manage multiple requests and tasks.
6. Experience in supporting financial management such as processing invoices/expenses.



7. Accurate minute taking skills, and an ability to assimilate and process complex information rapidly.
8. Demonstrable ability to work as part of a team and build effective working relationships.
9. Ability to work on own initiative without daily supervision.
10. Ability to be discreet and to deal appropriately with confidential information including dealing tactfully and sensitively with people.

### **Desirable criteria**

1. Direct or indirect experience of mental health problems.
2. Knowledge of the voluntary sector and Mind's external operating environment