



Job Description

Job title		Bilingual (English/French) Executive Assistant to the Chief Executive
Team		Chief Executive
Contract type		Permanent
Direct reports		None
Reporting to		Chief Executive Officer
Location		London Head Office
Hours of work		34.5 hours per week
Annual leave		26 days annual leave, plus bank holidays. Further days of leave will be earned after two years of service – see the employment handbook for details.
Salary		£35,000 - £40,000 (dependent on experience)

Our vision

Our vision is a world where every working animal lives a life free from suffering and is treated with compassion.

Our mission

Our mission is to improve the welfare of working animals in the world's poorest communities. We do this through treatment, training and teaching. We TREAT by providing free veterinary care when animals suffer or when emergencies strike. We TRAIN by building expertise among vets and promoting humane care by animal owners. We TEACH children to develop positive beliefs, respect and compassion towards animals.

Summary of role

The Executive Assistant to the Chief Executive is responsible for providing comprehensive support to the CEO with ad hoc support to the Board of Trustees and Executive Team. This dynamic position requires the ability to anticipate needs, think critically, and offer solutions to problems with a high level of professionalism and confidentiality.

Key responsibilities

Administrative Support for the CEO

- Research, prepare and edit correspondence, presentations, reports and other materials on behalf of the Chief Executive (CEO), in English and/or French (as needed).
- File and retrieve documents and reference materials.
- Manage and maintain the CEO's schedule, appointments diary, contacts book and travel arrangements.
- Attend confidential meetings and provide translation as needed.
- Arrange and coordinate ad hoc meetings and events on behalf of the CEO
- Monitor, screen, respond to, file and distribute incoming mail and electronic communications to the CEO. Answer and manage incoming calls to the CEO's office.
- Ensure all responses are sent in a timely manner, in line with SPANA's policies and, where necessary, are prioritised for the CEO for consideration.
- Ensure confidentiality is maintained at all times, taking appropriate steps to protect privacy wherever necessary and in line with SPANA's data protection policy.
- Develop and maintain efficient administrative systems to support the CEO's activities.
- Compile SPANA's board and committee reports.
- Prepare presentation material, speaking notes and PowerPoint presentations.
- Maintain up to date contact lists and database files as required by the CEO.
- Type and format letters, memos, reports and drafts prepared for and/or by the CEO.
- Oversee facility, catering, technology and related arrangements for staff meetings and training sessions as required.
- Prepare and process CEO's expense reports.
- Provide support for the procurement (goods and services) process.
- Provide administrative support to the Chair of Trustees on an ad hoc basis.
- Manage CEO/Governance folders on Sharepoint, ensuring clear access to files.

Board, Committees and SLT meetings




- Assist in writing papers and frameworks for committee meetings.
- In coordination with the Chair of Trustees and CEO, develop the annual meeting schedule for board, committee and AGM.
- Record (minute), transcribe, distribute and file accurate and approved minutes of meetings in a timely manner for SPANA Board meetings, the SPANA AGM, Committee Meetings and Senior Leadership Team (SLT) meetings.
- Book rooms/venues and provide refreshments for meetings as required.
- Prepare and circulate agenda papers in advance of meetings.
- Maintain up to date lists of contact details for Board and committee meetings, circulating updates to staff, trustees, and others so impacted by any changes.
- Maintain records in compliance with GDPR requirements and also with due consideration for accuracy.

International travel management

- Co-ordinate travel itineraries for the CEO and SLT to ensure all bookings comply with agreed budgets, plans and travel procedures, while maintaining best value at all times.
- Ensure strong relationships are developed and maintained with any third party providers, both with regard to procedures and charges.
- Maintain and circulate the travel diary for the SLT.
- Apply for work visas for CEO, SLT and trustees as required.
- Advise travellers of any information relevant to their travel plans, including delays and security incidents.

This is not an exhaustive list and the post holder may at times be required to perform other tasks not stated above but within scope of the position.

PERSON SPECIFICATION

<p>Knowledge, Training & Qualifications</p> 	<p>Essential</p> <ul style="list-style-type: none"> • Minimum 10 years administrative assistant experience in an executive or professional environment. or related experience. • Bilingual in English and French, with strong verbal and written communication skills in both languages. • Advanced systems skills a must (Word, Excel, Databases, Power Point, Outlook, mail merges, etc.). • Minute taking; <p>Desirable</p> <ul style="list-style-type: none"> • Governance training.
<p>Experience</p> 	<p>Essential</p> <ul style="list-style-type: none"> • Providing support in English and French; • Experience providing administrative assistance and support to a Board of Directors is considered an asset. • Strong attention to detail and a high degree of accuracy. • Strong organisational, research and time management skills. • Sound analytical thinking, judgment, planning, prioritisation and execution skills. • Strong tact, discretion and diplomacy skills. • Previous experience in an international NGO is considered an asset. • Some travel required. <p>Desirable</p> <ul style="list-style-type: none"> • Working across cultures, ideally with knowledge of West Africa.
<p>Skills & Attributes</p> 	<ul style="list-style-type: none"> • Able to demonstrate a high level of personal integrity and a strong focus on personal accountability to deliver effective outcomes. • Empathy for and commitment to the work of SPANA and our values. • Exceptional communication skills. • A strong confidential work ethic; • Be committed to the aims and objectives of SPANA. • To attend and assist at fundraising events and be willing to work occasional weekends and evenings when required due to events and community activities.

Our values

Excellence

- **We are motivated by our colleagues, beneficiaries and supporters to be the best we can be.**
- **We seek excellence in our work and are not afraid to try new things.**
- **We are passionate and optimistic; we work through barriers to achieve success.**
- **We are brave and courageous in all aspects of our work.**

Respect

- **We are tolerant and considerate of everyone's rights, cultures and beliefs.**
- **We treat everyone equally, with dignity and respect.**
- **We engage with sensitivity and compassion, taking time to listen and understand situations in order to make informed decisions.**
- **We empathise with our beneficiaries and use both kindness and our professional expertise to relieve their suffering.**

Integrity

- **We use our resources ethically and consider SPANA's sustainability.**
- **We are accountable, taking responsibility for, and ownership of, our work.**
- **We make decisions with integrity and have the courage to stand by them.**
- **We act with honesty and humility and are not afraid to fail so that we can all learn.**
- **We are loyal and diligent in all aspects of our work, persevering to overcome challenges.**

Collaboration

- **We cooperate as a team, empowering each other and the communities with which we work.**
- **We support one another, with a flexible and adaptable approach to get the job done.**
- **We share SPANA's vision, values and goals.**
- **We value everyone's contribution - their knowledge, skills and professional expertise - to achieve our collective goals.**