

Part 1: JOB PROFILE

JOB TITLE: Executive Assistant to the Director of Marketing and Supporter Care

1 MAIN PURPOSE OF JOB

To manage the Marketing and Supporter Care Directorate office providing administrative support to the Marketing and Supporter Care Director and assisting in the management of the department.

2 POSITION IN THE ORGANISATION

- Reports to the Marketing and Supporter Care Director
- Attends the Marketing SMT and takes forward actions there from.

3 SCOPE OF THE JOB

- Provide excellent service support to the Marketing and Supporter Care Director
- Have authority to and take responsibility for managing action points from meetings and projects
- Manage the Marketing and Supporter Care Directorate Office
- Assist in the management of the Marketing and Supporter Care Department

4 DIMENSIONS AND LIMITS OF AUTHORITY

- Manage the Marketing and Supporter Care Director's diary, travel, correspondence, emails, phone calls and contacts.
- Respond to internal and external correspondence where appropriate
- Follow up with the Marketing and Supporter Care Director's authority on action points from meetings and Marketing and Supporter Care Directorate projects
- Manage the Marketing and Supporter Care Directorate budget on behalf of the Marketing and Supporter Care Director.
- Work unsupervised during the Marketing and Supporter Care Director's absence from the office (on average 2 days per week)

5 QUALIFICATIONS

- Graduate or equivalent

6 EXPERIENCE

Essential

- Significant administrative and personal support experience at a senior level
- Significant experience of using IT (Word, Excel, e-mail, internet, PowerPoint)
- Proven experience of managing relationships at a senior level
- Ability to work unsupervised with good self motivation

Desirable

- Experience of managing projects

Part 2: DUTIES AND KEY RESPONSIBILITIES

Provide comprehensive service support to the Marketing and Supporter Director (40%)

- Proactively manage the Marketing and Supporter Care Director's diary, making travel arrangements in Britain, Ireland and overseas (including visas and inoculations) and provide relevant papers and briefings in advance of appointments.
- Respond to correspondence, replying direct, or drafting replies; where appropriate, pass on correspondence to others and ensure a response is made
- Respond to telephone and personal callers, dealing with enquiries, passing them on or taking messages as appropriate.
- Monitor and manage the Marketing and Supporter Care Director's emails, answering as appropriate.

Have authority to and take responsibility for managing action points from meetings and projects (20%)

- Manage the follow up and require delivery from others on action points from a range of internal and external meetings and specific department projects.
- Follow up on action points with external contacts and stakeholders, often at a senior level, and within parameters of projects and policies use discretion to progress projects, keeping the Marketing and Supporter Care Director informed.
- Project manage specific pieces or work on behalf of the Marketing and Supporter Care Director, with the Marketing and Supporter Care Director's authority.
- Monitor the timely receipt of review reports from all divisions, and to chase up any in arrears

Manage the Marketing and Supporter Care Directorate Office (20%)

- With the Marketing and Supporter Care Director manage key external relationships including trustees, Lambeth Palace, consultants and other senior stakeholders
- Resource the PIF Board and handle relationships with its members (trustees, senior donors, etc)
- Project manage defined department projects under the direction of the Marketing and Supporter Care Director
- Organise SMT meetings, book rooms, equipment and catering facilities, provide papers in advance and take minutes.
- Maintain and file paper and electronic documents
- Monitor expenditure of the Marketing and Supporter Care Directorate budget
- Manage the department intranet site
- Liaise and meet with colleagues in other departments on behalf of the Marketing and Supporter Care Department and participate in relevant meetings
- Bring the Marketing and Supporter Care Director's attention to important issues and developments internally and externally

Assist in the management of the department (20%)

- Facilitate effective communication between the Marketing and Supporter Care Director and staff especially the Senior Management Team
- Contribute to effective communication with senior managers not based in London
- Monitor appraisals, time sheets, expense claims and chase up any in arrears
- Sign off expenses of senior managers and team offices
- With the Marketing and Supporter Care Director support the management of Christian Aid Ireland

Other

- Any other reasonable duty as may be assigned that is consistent with the nature of the job and its levels of responsibility.

PERSON SPECIFICATION

- Highly self motivated with a can-do flexible attitude
- Professional interpersonal and communication skills to a wide range of people at all levels of situations on the 'phone, face to face, by email and in writing, for engagement with supporters, staff and external stakeholders
- Excellent organisation and administration skills with the ability to plan and prioritise work
- Highly professional and courteous email communications skills
- Good attention to accuracy
- Proven track record of maintaining high levels of confidentiality and discretion
- Proven experience of supporting and maintaining high level relationships on behalf of an organisation
- Analytical skills with the ability to identify key points from complex material or information
- Ability to use self initiative to problem solve and judgement to refer only the most significant issues
- Accurately produce minutes of meetings, and draft / edit documentation competently
- Familiarity with working in a complex organisation
- Highly computer literate and confident with Word, PowerPoint, Outlook and Excel
- Excellent time management skills.
- Ability to work to time and quality targets, sometimes under pressure
- Assertive, with the ability to work on own initiative with little supervision
- Ability to monitor and manage financial information

Commitment

- Must be in sympathy with the aims of Christian Aid as it seeks to express the concerns of the Churches in relief and development and to strengthen the poor. Must be committed to diversity and tackling discrimination.
- Must be prepared to stay away from home briefly once or twice a year.

The job description is not prescriptive; it merely outlines the key tasks and responsibilities of the post. These key tasks and responsibilities are subject to change. Any changes will be made in consultation with the postholder.

You will be expected, in undertaking the above role, to comply with any policies and procedures which Christian Aid may issue.

BACKGROUND TO THE POST

The Marketing and Supporter Care department has been newly created in Christian Aid to take a lead on developing relationships with our supporters and potential supporters, growing income significantly, marketing Christian Aid's superb work, and managing Christian Aid's websites.

Our ambition levels are high. These are exciting times but there is a great deal to be done.

The new Marketing and Supporter Care Director is looking for an assistant to work closely with him to lead, manage and take this work forward. The role will involve providing direct support, sharing in projects for innovation and growth, and managing discrete projects.