

We've ambitions to change so much, to improve support for endometriosis – are you the experienced Executive Assistant we need to help us?

Thank you for your interest in the role of Executive Assistant at Endometriosis UK. Endometriosis impacts on the physical and mental health of 10% of women and those assigned female at birth, from puberty to menopause - although the impact can be felt for life. Yet it's a disease most people have never heard of, do not understand and that has no dedicated treatment. It costs the UK economy around £8.2 billion every year in healthcare costs, loss of work and treatments and yet it isn't recognised by most employers. As the UK's leading charity for all those affected by endometriosis, we're determined to change this and ensure that everyone gets prompt diagnosis and the best treatment and support.

We've big ambitions in our new strategy, focused on supporting those with endometriosis, driving down diagnosis times, campaigning for improved treatments and access to services, raising awareness, and leveraging more money into research. We place people with endometriosis at the heart of all we do, and with an average time to get a diagnosis of 8 years, the cause of the disease unknown and no cure, there is so much more they need and want. If we get our work right, we really can make a difference to the 1.5 million women and those assigned female at birth with endometriosis in the UK – and all those diagnosed in the future.

The covid pandemic has had a major knock-on effect to the treatment of endometriosis. Cancelled surgeries and appointments have left those with endometriosis unable to access treatments and support, or get a diagnosis. We have a big job to do, increasing the support we provide along with campaigning to ensure endometriosis gets due priority as services resume. Despite being small we've achieved a lot. But there is so much more we want to do.

We have worked hard to increase our activities; our staff team has grown from 6 to 14 since the start of the pandemic, and we have plans to continue to grow to better deliver our strategy. As we grow, diversify and undertake more activities, we must ensure that we develop our processes and decision making to remain efficient, effective and agile, and this new post will be key to our success. This will be a busy, varied and important role working closely with the Chief Executive to ensure the smooth running of the charity, providing comprehensive executive management support, making sure their diary support their strategic priorities, and coordinating projects.

We need to find the right person to take on the challenge and help the charity drive forward effectively – we believe we've real potential to build on our successes to do much more for the endometriosis community, and you'll help us make that a reality. We are looking for a proactive, highly organised candidate who enjoys juggling a wide range of tasks and who will help keep the CEO on track. You'll be a self-starter, with superb judgement and effective problem-solving ability, as well as being a champion for improving current administration processes to increase efficiency. You will be great at working effectively with colleagues, volunteers, trustees and external contacts at all levels to move things forward and get things done.

This is an exciting opportunity to help drive forward Endometriosis UK's new strategy and boost our impact for the benefit of everyone affected by endometriosis. I hope you'll consider joining us so we can, together, do even more.

Best wishes

A handwritten signature in blue ink that reads "Emma".

Emma Cox
Chief Executive

JOB DESCRIPTION

Job title:	Executive Assistant to the Chief Executive
Reporting to:	Chief Executive
Working hours:	Full time/ 37.5 hrs a week (will consider part time / flexible/ hybrid working for the right candidate)
Location:	Endometriosis UK's office at London Bridge, although currently working from home following Government guidance
Contract:	Permanent
Annual salary:	£27,000 - £35,000 pro rata depending on experience
Closing date for applications:	9am, Monday 17 th January 2022
Interview date:	Monday 24 th January

ABOUT US:

Endometriosis UK is the leading UK charity supporting those living with endometriosis. Formed in 1981, we offer information and support to women and those assigned female at birth with endometriosis, for example through our website and information leaflets, and via our local support groups, Helpline and online forum. As well as directly supporting those with endometriosis, we work to raise awareness of endometriosis amongst healthcare professionals, the public and the media; lobby for improved treatment and management; and support research. Current campaigns include getting menstrual wellbeing taught in schools across the UK, improving diagnosis times including through healthcare practitioner awareness and education, and for implementation of the NICE guidelines on endometriosis across the UK to deliver better treatment and care. We have a big job to do and ambitious plans.

ABOUT THE ROLE:

We have an exciting opportunity for an experienced Executive Assistant to join our team at Endometriosis UK, and help us make a real difference for the 1.5 million in the UK with the disease. This is a crucial, new role for our small but growing charity, supporting the CEO to ensure the smooth running of the organisation. You'll be a key point of contact, proactively managing all aspects of EA support to the CEO to enable them to maximise their performance and delivery. You will be working as part of a passionate team with a strong commitment to achieving change to help those with living with endometriosis.

The role will be ideal for a highly organised, flexible, experienced Executive Assistant used to working on their own initiative and comfortable with multi-tasking. Advanced skills in MS Office are essential. You will be a born organiser, with superb judgment, a diplomatic approach and problem-solving skills. You will have the ability to think two steps ahead, guided by our strategic and operational priorities, and the confidence to steer senior managers accordingly. You will bring a meticulous attention to detail and exemplary skills in prioritisation, time management and task completion. Your written and verbal communication skills will be first-rate. You will be comfortable handling confidential material with the utmost discretion.

This will be a busy, varied and important role working closely with the CEO to make sure their diary support their strategic priorities. Key responsibilities include complex diary management to ensure effective use of their time, preparation of presentations, providing briefing papers and ensuring the CEO is well prepared for meetings. You will need to have the ability to exercise tact, diplomacy and sensitivity, with excellent interpersonal and teamwork skills. You will act as that indispensable individual for the CEO, ultimately responsible for proactively ensuring their work life runs effectively and efficiently. The key focus of the role is to ensure the CEO is able to maximise their impact and influence in the charity.

In this role, your key responsibilities will include:

First point of contact internally and externally, managing the flow of information to and from the Chief Executive

- Filtering communications and acting to resolve issues.
- Collate, input and circulate important information to defined stakeholders.
- Ensures confidentiality is maintained at all times.
- Referral of internal and external enquirers to the right person as well as recognising the urgency/importance of the enquiry.

Provide EA support to the Chief Executive

- Manage and schedule the CEO's diary proactively and productively and in line with their priorities, and ensure they are fully briefed for all internal and external meetings and events.
- Exercise judgement, flexibility, tact and sensitivity in time management and in managing potential diary conflicts, having due regard for business priorities.
- Proactively managing the CEO's correspondence, including email inbox and telephone messages, responding to emails where appropriate and briefing the CEO.
- Be the friendly and approachable gatekeeper for the CEO internally, ensuring that they are accessible to the team whilst setting appropriate boundaries around their time and availability
- Develop and maintain effective internal communications, so that the whole team have a sense of direction and clear channels of communication to the CEO.
- Represent the views of the CEO to colleagues and others accurately through clear communication.
- Manage electronic and paper-based filing systems in line with data protection.
- Make appropriate use of a wide range of technology to support the effective working of the CEO.
- Co-ordinate annual reviews and appraisal paperwork and processes within the defined timelines.
- As the senior administrator within the organisation, support sharing of best practice with administration colleagues.
- Be responsible for the CEO's travel arrangements and meetings on and off site.
- To assist with budget and expenditure management for the CEO including credit card and expenses processes.
- Organise awaydays, events and meetings including booking of venues and invitations.
- Take ownership for specific cross team projects where requested.
- Support the CEO in building their presence online, and monitoring of their professional social media.
- To be responsible for the smooth and effective management of the office environment.

Provide secretariat support to the Leadership Team

- Supporting Managers and Team meetings through assembling agendas, minute taking and follow up of actions where required.
- Assisting the CEO and Heads of Team to support the Board, Chair of Trustees and governance structures of the charity.
- Support the CEO to track key team events and ensure that they are fully briefed for the week ahead.
- Pulling together timely reporting across all teams and producing sensible and well-structured reports from these including the manipulation and turning into graphic/charts.
- Tracking and managing key aspects of the organisational processes for Board papers, on time and to a good quality.

- Occasional support to direct report Heads of Team for major meeting arrangement or to support key project initiatives that require co-ordination of reporting, scheduling and data collection/manipulation.
- General administration as required to support the running of the charity.
- To undertake any other works as could be expected of an Executive Assistant.

The role of volunteers is integral with our work at Endometriosis UK, and paid staff are required to underpin this in their attitude and actions.

We are a small, busy charity, and all staff help with the general running of the organisation in addition to their specific role activities.

ABOUT YOU:

Our Executive Assistant will be a motivated, organised and enthusiastic individual, with previous proven experience as an EA at a Director, CEO or Board level. You'll be keen to work in a dynamic, small organisation with lots going on, and relish the opportunity to help support a busy CEO.

Person Specification

1. A strong track record as a skilled and experienced administrator, including experience of working as an Executive Assistant for a senior Director or Chief Executive
2. Excellent diary management and organisational skills including the ability to plan, prioritise and deliver on both day to day and longer-term objectives.
3. Evidence of working to a high standard with an eye for detail and accuracy, able to follow and understand directions with minimal support and supervision
4. Able to employ a high level of integrity and discretion when dealing with confidential matters, handling confidential and sensitive information with tact and diplomacy.
5. Proven project management skills, with the ability to juggle a wide range of competing demands and work effectively under pressure.
6. Strong verbal and written communication, with the ability to communicate effectively and tactfully with a wide variety of people in person, on the phone and in writing.
7. Experience of delivering a range of high-quality communications materials including presentations, minutes, reports and newsletters, and ideally also social media.
8. Effective team working and collaboration with peers.
9. Experience of setting up and running systems and processes to support workflows, and to communicate them effectively to others.
10. Experience of event organisation and management.
11. Excellent ICT skills, including Office 365 applications and databases, and proficiency in digital tools and collaboration platforms.
12. Ability to be able to work flexibly including some weekends and evenings.
13. Understanding of living with endometriosis or a demonstrable interest in women's health and empathy with our mission.
14. Understanding and demonstrable commitment to equal opportunities, diversity and inclusion.
15. Undertaking any other duties commensurate with the role and general level of responsibility of the post.

The closing date for applications is 9am on Monday 17th January 2022, and interviews will take place virtually on Monday 24th January. To apply, please send your CV and a maximum 2-page cover letter outlining how you meet the person spec and why you are interested in this post to:

assistant@endometriosis-uk.org

Please note that for capacity reasons, we are only able to get back to successful candidates on the status of their application