

**Executive Assistant**

Job Title: Executive Assistant

Responsible to: CEO

Salary Competitive

Position: 22.5 hours per week

Location: Richmond based

**Background**

The Poppy Factory is an independent charity which was founded in 1922 with the objective of providing paid employment opportunities for disabled ex-Servicemen and women. The factory in Richmond was established to make poppies and other commemorative items to achieve this purpose. The products are sold under special arrangements to The Royal British Legion. To this day, the charity continues to provide employment at its iconic factory in Richmond for Wounded Injured and Sick (WIS) ex-Servicemen and women.

Since 2010, The Poppy Factory has also introduced an Employability Service, which supports veterans with health conditions into meaningful and sustainable employment principally throughout England and Wales, although we also provide assistance in Northern Ireland.

The Poppy Factory Employability Service has supported over a thousand veterans back into work who have some form of mental or physical health challenge in relation to employment. We are ambitious about supporting many more wounded; injured or sick veterans into meaningful and sustainable work.

**Purpose of the role**

To provide administrative support to the CEO and Executive Team.

To deliver the office management function, ensuring that it meets the needs of the organisation and supports the delivery of high-quality customer service.

To provide administrative support and event management for the organisation including the successful delivery of the annual Field of Remembrance, the Annual General Meeting, the Centenary events programme, and other high-value external events.

To provide administrative support to other areas within the Executive Team remit including corporate events; Governance and policy review; cross departmental projects and other organisational activity.

**Key Responsibilities**

* To support the CEO and liaise professionally with Board members, stakeholders, colleagues, visitors and partner organisations.
* Provision of executive assistant support to the CEO and other members of the Executive team as required: diary management; managing correspondence; responding to enquiries in a timely and professional manner. To co-ordinate Executive, Staff, and Stakeholder meetings: prepare, collate and distribute agendas and papers, taking minutes and monitoring follow up actions, as required.
* To deliver high-quality event management to support the annual Field of Remembrance, the Annual General Meeting and other high value events. This will include responsibility for liaison with a wide variety of stakeholders including the Royal Household.
* To manage and support objective setting, appraisals and performance for the Administrative Assistant.
* To review, organise and index electronic filing systems; responsibility for the safe storage of business contracts and related documents.
* To provide efficient and effective administrative support to internal and external projects, meetings and events.
* To work proactively across the extended Poppy Factory Team to build strong working relationships with all departments.
* To act as an ambassador for the organisation, liaising directly with external agencies, contacts and stakeholders and identifying external opportunities for partnership involvement.
* To maintain confidentiality and to use discretion and sound judgement all areas.
* To be responsive and open to further development of the role to meet changing needs within the organisation.
* To undertake other duties commensurate with the accountabilities of the post.

**Person Specification**

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| **Experience** | * Previous experience of office management and the provision of support at Chief Executive/Executive level. * Committee scheduling and servicing. * Drafting and proof-reading documents. * Experience of board-level liaison and engagement. * Experience of event management. |
| **Skills** | * Strong IT skills and the ability to use Microsoft Office, particularly Teams, Excel and Power Point. * Excellent organisational and planning skills. * Excellent communication and interpersonal skills, including the ability to build strong working relationships with internal and external stakeholders and to work closely with a diverse and geographically dispersed team. * Confident and articulate. Able to engage effectively with senior external contacts. * Minute-taking skills to a high level of accuracy. * Flexible and responsive able to work with changing and competing demands. |
| **Abilities** | * Able to respond to fast changing circumstances with flexibility, patience and an efficient manner. * To behave professionally at all times and maintain strict confidentiality and discretion. * To remain motivated and committed to the provision of the full range of office and administrative duties. * To work efficiently and effectively under pressure to meet tight deadlines. * Emotional resilience and sense of humour. * Able to act as an ambassador for the Poppy Factory and represent the organisation externally in a positive manner. * Able to work in accordance with and demonstrate the values of The Poppy Factory. |
| **Desirable** | * Knowledge/experience of working in the charity or Armed Forces sectors. |

**How to apply**

To apply for this position please send your CV and a covering letter clearly outlining how you meet the criteria in the person specification. Please address your covering letter to Deirdre Mills, Chief Executive.

Applications for this role will be reviewed on a rolling basis, so we encourage candidates to apply promptly.

**Benefits, terms and conditions**

The Poppy Factory aims to be a model employer and offers equitable terms & conditions of employment and a range of enhanced benefits, as outlined below:

**Salary:** All our salaries are benchmarked based on the requirements of the job description and comparable roles in the charity sector. Salaries are subject to annual review.

**Hours of Work:** Unless otherwise stated, contracts are normally offered on a full time basis, 37.5 hours a week, Monday to Friday.

**Location:** Richmond, London.

**Contract:** unless advertisement states otherwise all posts are offered on a permanent contract (subject to completion of a six-month probationary period).

**Pension:** on completion of three months service staff will be auto-enrolled into the Poppy Factory occupational pension scheme offered by Standard Life. Contribution rates on auto-enrolment are 5.33% employer and 2.67% employee (via salary sacrifice). Staff may choose to increase their contribution rate to 5%. The Poppy Factory will contribute double the rate i.e. 10%.

**Annual Leave:** Full time staff entitlement is 27 days per year (including Christmas closure period) plus 1 day in lieu of Armistice Day plus public holidays, with 1 day’s additional leave on completion of 3, 4, 5 and 9 years’ service.

**Reservists Leave:** Staff who are members of the Reserve services are entitled to two weeks paid leave to support their reservist activities.

**Life Cover:** Life insurance cover of 3x annual salary.

**Employee Assistance Programme**: 24 hour/365 days confidential service offering a wide range of advice and support.

**Family Friendly:** Enhanced parental benefits (subject to meeting statutory requirements).

**My Work/Life Benefits:** Cycle to work scheme and access to our benefits portal offering a wide range of discount vouchers and promotions for high street shopping, restaurants, experiences and days out.

**Equality, Diversity and Inclusion**

We are committed to equality, valuing diversity and promoting inclusion within our workforce, including the volunteers who give their time to us. We work to maintain an environment where the needs and aspirations of all employees are met, irrespective of characteristics protected under the legislative framework of the Equality Act 2010. We expect everyone to understand and accept their personal responsibility to recognise and value differences and the unique contributions that people make to the way we deliver our work.

As an equal opportunities employer our commitment is to take positive measures to recruit people from underrepresented groups, and we actively encourage applicants from diverse backgrounds. As a Disability Confident employer, we offer a guaranteed interview for any job applicant with a disability who meets the essential criteria for the role. Please indicate in your application if you wish to be considered under this scheme. We are also happy to discuss reasonable adjustments to the application or interview process to accommodate disabled candidates.

We are a family friendly employer.