

JOB DESCRIPTION/ ROLE PROFILE

ROLE:	Executive Support Assistant
DEPARTMENT:	Executive Support Team (as part of the Executive Office)
REPORTING TO:	Head of Executive Office
SALARY:	£30,000- £32,100 (depending on experience)
CONTRACT DETAILS:	FTC 6 months (with possible 6-month extension)/ Office-Based

About Octavia

Octavia believes that good homes make for better lives.

Inspired by our founder, the social reformer Octavia Hill, we are a not-for-profit organisation providing thousands of people with good-quality affordable homes in inner London. Like her we believe in the power of well-planned, well-managed housing to make a difference.

A difference to the people who live in our homes, many of whom would otherwise be priced out of London/ A difference to the vitality of local areas and their ability to give extra care and support to people who need it. And a difference to London as a whole, playing our part in sustaining the capital's rich diversity and social mix – something that benefits our entire society. We aim to build happier lives and resilient communities by focusing on people as individuals, providing them with a range of services and the opportunity to support themselves.

We spend any surplus income – whether from our houses or our social enterprises – on investing in our homes and building for the future. Our role is fundamentally to provide homes but we also have a wider role as a force for good in the lives of local people, the areas they live in and London as a whole.

About the Role

We are currently recruiting for an Executive Support Assistant, who will play a vital role in supporting the Team (consisting of the Head of Executive Office and Executive Assistant to Directors) to facilitate and coordinate efficient collaboration and organisation within the Executive Office. This extends to supporting the work of the CEO and 4 Executive Directors. The Head of Executive Office leads the team and is responsible for coordinating the work of the CEO. The Executive Assistant (EA) supports with diary management and coordination of workload of the Directors, whilst supporting the Head of Executive Office. We are now keen to recruit an Assistant to the Executive Support Team, to take on the general administration within the office and help share the heavy workload. Our team is the central point of contact for engagement, communication, and high-level administration on behalf of the Executive Directors. The successful candidate will therefore be an experienced, confident and competent mid/senior-level Administrator who will contribute to the smooth running of our office systems and processes.

This role would be best suited to an individual who is currently a PA or Senior Administrator who has/is currently working within a CEO/Executive Office previously and understands its operations, perhaps wishing to progress into a Personal Assistant (PA) or Executive Assistant (EA). We will also consider applicants who have not necessarily worked within a CEO Office environment but have proven experience as an excellent Administrator/Senior Administrator and fit all elements of the essential criteria listed in the following *Person Specification*.

The role is office-based (4 or 5 days per week) and there will be occasional opportunities to work from home.

ROLE PROFILE

The Executive Support Assistant is a vital role, responsible for providing comprehensive administrative support to the team. It is essential that this individual is proactive and logical in their approach, has exceptional organisational and prioritisation skills, very good written and verbal communication, listening and comprehension skills, has exceptional attention to detail, and the ability to handle highly confidential and sensitive information with discretion. Octavia is in the process of entering a partnership with the Abri Group to help grow and strengthen our services to the residents and customers who need it the most. We are going through a period of change, and although it is a positive one, the work within our office can vary quickly, and the successful candidate will need to be responsive and able to manage multiple tasks simultaneously with ease. Where ICT is concerned, we operate in a Windows environment and the successful candidate will need to be proficient in MS Office and Windows packages.

- **Business Support/Administration:** The Executive Support Assistant will support the EA by taking responsibility for the administrative tasks and business required to support the Directors. This will involve completing HR recruitment starter/ leaver forms and onboarding their direct line reports and managing absence logs for their direct-line reports (Assistant Directors/Heads of Service) for example. At the request of a Director, the Executive Support Assistant may also be asked to support their direct-line reports with high-level administrative tasks.
- **Diary/Inbox Management:** The Executive Support Assistant will be required to support the Head of Executive Office in managing the corporate calendar, meeting room diaries and support with *secondary* diary management for the 4 Directors where appropriate, and in the absence of the EA. Good MS Outlook diary management is necessary. Experience of inbox management would be an asset.
- **Meeting Administration and Attendance:** The Executive Support Assistant will support the team in co-ordinating, collating and uploading various papers/documentation required for meetings. The Executive Support Assistant may also be required to attend occasional or ad-hoc meetings with Directors and be prepared to take minutes/notes and follow up with the distribution of actions post meeting.
- **Hospitality and Meeting Preparation:** The Executive Support Assistant will be the first point of contact for all visitors for Executive Directors (meeting and greeting at reception), booking and preparing appropriate meeting room space and ensuring all facilities and catering is available as appropriate.
- **Communication with Key Stakeholders:** The Executive Support Assistant, as part of the Executive Support Team will need to be able to engage confidently with internal and external stakeholders, from members of the Board and Executives to MPs, Councillors and Residents. All forms of communication through the Executive Office should be handled promptly, professionally and discretely, therefore excellent verbal and written communication with an understanding of strict confidentiality is a must.
- **Correspondence Organisation/ Management:** The Executive Support Assistant will be responsible for the upkeep of all folders, filing and correspondence logs held by the Executive Office, including the incoming/outgoing correspondence log. This involves the handling of complaints/feedback and letters, all of which contains sensitive information which needs to be handled with absolute confidence. This will also involve supporting the EA to draft/proof-read confidential emails/letters/reports. The Executive Support Assistant will also handle telephone calls and pass on messages as appropriate.
- **Finance Administration:** this will include the processing expenses for the Executive Office and Directors, processing purchase orders and receipting invoices, completing and submitting time sheets, managing credit card statements on behalf of Directors.
- **Travel Coordination:** Book and plan travel/accommodation arrangements as necessary, on behalf of Directors.

- **Cover for Reception/Executive Assistant:** The Executive Support Assistant will need to provide occasional support for our Front of House team and sit at the Reception Desk. The Executive Support Assistant will also cover the work of the EA during periods of absence - this will involve diary management and co-ordination and being the first point of contact for Executive Directors.
- **General Administrative Tasks:** Include the following (but are not limited to) electronic filing, photocopying, scanning and printing and other ad-hoc duties.

KEY COMPETENCIES

Octavia operates a *Skills and Behaviours Competency Framework* and expects all employees to be:

- Responsive
- Respectful
- Reliable
- Resourceful

PERSON SPECIFICATION

The Person Specification states the minimum knowledge, skills and experience required to carry out the job and is used for both shortlisting candidates for interview and to identify the areas to explore in an interview.

	Criteria E= Essential D = Desirable	Testing A = In application I = At Interview
COMPETENCIES (Our Values)		
Respectful <ul style="list-style-type: none"> • Is open-minded and willing to listen and understand other perspectives, and situations - demonstrate empathy for all colleagues. • To maintains credibility in their role, and for Octavia. • Support others and gains trust, positive and enthusiastic. 	E	A and I
Responsive <ul style="list-style-type: none"> • Acknowledges all communications within a short timeframe to remain available and present. • Is creative in thought to deliver practical solutions and flexible to meet the needs of others. • Willing to examine own values, principles and assumptions. Learns from own experiences. 	E	A and I
Reliable <ul style="list-style-type: none"> • Is hardworking, proactive and resourceful with a 'can-do' attitude, who is ready to show-up and be present to support their team, and organisation. • Is dependable, and trustworthy, ensuring consistent support for the Executive Support Team and wider Executive Office. 	E	A and I
EXPERIENCE		
Administrative Support to Directors/ Senior Managers <ul style="list-style-type: none"> • Proven experience in a similar role, preferably within a housing association or similar environment supporting Directors (highly desirable) or at least 	E	A

Senior Managers (Essential) in a Head Office environment.		
Diary/Inbox Management <ul style="list-style-type: none"> • Demonstrable experience in managing diaries and scheduling meetings for Directors or Senior Management. • Inbox management on behalf of a Director or Team is highly advantageous but not essential. 	<p>E</p> <p>D</p>	<p>A and I</p> <p>A</p>
Meeting Support <ul style="list-style-type: none"> • Preparation <ul style="list-style-type: none"> ○ Experience in collating and preparing meeting papers/reports for senior management and executive level meetings. • Meeting Management/ Hospitality <ul style="list-style-type: none"> ○ Proven experience in booking, planning and preparing meeting rooms for senior level meetings in a Head Office environment, and providing appropriate catering/hospitality. ○ Experience in providing reception cover, meeting, and greeting visitors. • Minute-Taking/ Meeting Attendance <ul style="list-style-type: none"> ○ Proven experience and confidence in attending meetings with, or and on behalf of Directors/Senior Management and taking accurate minutes, notes and actions with appropriate follow-up action. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A and I</p> <p>A and I</p> <p>A and I</p> <p>A and I</p>
Correspondence management <ul style="list-style-type: none"> • Confident in handling and storing (filing) all forms of verbal and written correspondence. • Experience with handling sensitive/confidential information. 	<p>E</p> <p>E</p>	<p>A and I</p> <p>A and I</p>
Travel Coordination <ul style="list-style-type: none"> • Experience in arranging travel, accommodation, and itineraries for Directors/Senior Management. 	<p>E</p>	<p>A and I</p>
Stakeholder Engagement <ul style="list-style-type: none"> • Proven experience of exemplary engagement and communication with key internal and external stakeholders at all levels, from various backgrounds. 	<p>E</p>	<p>A and I</p>
KEY SKILLS AND PERSONAL ATTRIBUTES		
Organisational <ul style="list-style-type: none"> • Demonstrable ability to manage multiple tasks and prioritise effectively. 	<p>E</p> <p>E</p>	<p>A and I</p> <p>A and I</p>

<ul style="list-style-type: none"> Capable of coordinating schedules, meetings, and travel arrangements. 		
<p>Communication/ Interpersonal Skills</p> <ul style="list-style-type: none"> Exemplary writing skills (formal and informal English language in letters, emails and all other communications) Exemplary verbal communication skills. Proficient in interacting professionally with key internal and external stakeholders and ability to build and maintain trusted working relationships. Possesses a professional and approachable demeanour. 	<p>E</p> <p>E</p> <p>E</p>	<p>A and I</p> <p>A and I</p> <p>I</p>
<p>Technical Proficiency</p> <ul style="list-style-type: none"> Competent in using MS Office applications (Outlook, Word, Excel, PowerPoint, Outlook, and SharePoint). Experience using Finance/Board Meeting related software or tools (Diligent Boardbooks/ Compleat/ MS Dynamics) Ability to learn and utilise new technologies and software tools. 	<p>E</p> <p>D</p> <p>E</p>	<p>A and I</p> <p>A and I</p> <p>A</p>
<p>Attention to Detail</p> <ul style="list-style-type: none"> Meticulous, and ensures accuracy in tasks such as proofreading, document preparation, and data entry. Pays close attention to details to minimise errors and oversights. 	<p>E</p> <p>E</p>	<p>A and I</p> <p>A and I</p>
<p>Time Management</p> <ul style="list-style-type: none"> Focussed, and manages time effectively to ensure all tasks are completed efficiently from beginning to end. Ability to meet deadlines consistently. Capable of balancing urgent and routine tasks effectively. 	<p>E</p> <p>E</p> <p>E</p>	<p>A and I</p> <p>A and I</p> <p>A and I</p>
<p>Problem-Solving and Adaptability</p> <ul style="list-style-type: none"> Approaches challenges with a solutions-oriented mindset. Capable of troubleshooting and resolving issues independently. Embraces and understands change, with an ability to remain open-minded, calm and flexible to and respond to changing demands and tasks by management. 	<p>E</p> <p>E</p> <p>E</p>	<p>A and I</p> <p>A and I</p> <p>A and I</p>
<p>Discretion and professionalism</p> <ul style="list-style-type: none"> Demonstrates the ability to handle sensitive and very confidential information discreetly and understands the importance of doing so within the Executive Office. 	<p>E</p>	<p>A and I</p>