

JOB DESCRIPTION

Position:	Assistant to CEO
Band:	5
Department:	CEO
Reports to:	CEO
Hours:	35 hours per week (full-time)
Location:	Homebased (attend meetings/events as required)

Overview

We're a global community of leaders, managers and coaches, passionate about the difference that leadership makes to people's lives.

For over 70 years, we've been supporting people to develop great leadership practice.

Our experience keeps us grounded: Our ambition drives us to inspire great leadership, everywhere.

Job Purpose:

To support the Institute as directed through planning and orchestrating work to ensure the CEO's priorities are met, ensure that the Institute's goals and objectives are accomplished, operations run efficiently, and best practices are upheld.

With responsibilities to include maintaining and refining internal processes and coordinate internal and external resources to expedite workflow, whilst overseeing communications between the CEO and executives both within the Institute and externally on various projects and tasks.

This role is primarily internally focused, with significant elements of external contact and communication. Working to and for the CEO, the role supports delivery of the Institute's 3-year Strategy, Annual Operational Plans and quarterly Performance Forecasts.

Role and Responsibilities:

For specific CEO-driven projects and programmes:

- Work with the CEO on the transition to a new project-based 'business as usual' (BAU)
- Proactively monitor progress of projects or programmes on behalf of the CEO, supporting the resolution of issues and initiating appropriate corrective action where necessary to ensure objectives for scope, cost and time are met

- Oversee budgets on behalf of the CEO, monitoring expenditure and costs against forecasts
- Coordinate third party contributions
- Manage communications with various stakeholders, and monitor dependencies
- Report progress at regular intervals to the CEO

General roles and responsibilities:

- Work with the CEO and Senior Leadership Team (SLT) to produce Quarterly Reports and Interim Reports for the Trustees, securing and coordinating SLT contributions
- Facilitate CEO/Trustee interaction, and oversee CEO engagement with Committees and Workgroups
- Provide general administrative and office support, e.g. creation and maintenance of spreadsheets, maintaining databases, generating regular and ad-hoc reports, etc
- Have awareness of trends in business analytics, tools and techniques, and work with other departments to support improvement in business performance
- Communicate with external contacts (clients, partners, Trustees, etc) where required
- Liaise with the Marketing Department on CEO communications and liaise with the Events Team on CEO contribution to internal and external events
- Work with the HR Department to support employee L&D programmes (Leadership Development Programme, Leadership Continuity Model, etc)
- Conduct research and problem-solve issues as required by the CEO
- Proactive diary management of the CEO's short-, medium- and long-term schedule to support performance and productivity
- Manage, coordinate, and arrange CEO travel and travel-related activities
- Maintain a professional and confidential approach with all materials whilst exercising discretion when interfacing with the wider business
- Liaise between the CEO and the Team where necessary
- Any other tasks reasonably assigned for the proper performance of the role and to meet business objectives

Success in the role is measured by:

- Improved effectiveness and efficiency of internal information management systems
- Measurable improvement in CEO productivity and impact
- Demonstrable, as-forecast progress of CEO-driven projects and programmes

Key Skills and Experience:

Essential

- Experience of working in an administrative role working closely with and reporting at senior executive/ board level.
- Qualified to A level standard or business subject related equivalent
- Excellent written and communication skills, able to write clearly and interact well with audiences at all levels
- Curiosity and an agile mindset to quickly identify the business implications of new insights and information.
- Maintaining professionalism at all times and commitment and understanding to maintaining confidentiality

- Ability to build and maintain professional working relationships with multiple stakeholders both internal and external
- Able to prioritise own workload and work on own initiative; often with little guidance, unsupervised and to strict deadlines
- Strong time management skills with the ability to organise and coordinate multiple projects simultaneously
- Proficient in Microsoft Office 365 and a variety of other productivity tools such as Sharepoint, Microsoft Teams, Zoom and CRM software
- Methodical approach to work with meticulous attention to detail and problem-solving mindset
- Develop and maintain a deep understanding and awareness of the CEO's expectations to support decisions under pressure
- Strong analytical, data analysis and desk research and information gathering with ability to interpret and report on complex data, including identifying, tracking and analysing market trends
- Flexible team player and contributor with a collaborative and adaptable approach to tasks who enjoys a challenge
- High engagement and strong people management skills with experience in practices and projects for improving team cohesions, whilst being sensitive to others needs and pressures
- Takes ownership and responsibility for personal actions/ contributions to projects.
- Willingness to travel to other sites and premises to attend meetings and events
- Ability and willingness to work outside of normal office hours on occasion

Desirable

- Previous experience working for a membership organisation or professional body advantageous
- Understanding and appreciation of the principles of project management
- Able to work with and interpret reporting and financial data
- Full UK Driving licence