
JOB DESCRIPTION

Job Title: Executive Assistant

Grade: C

Department: CAF Bank and CAF Financial Solutions Ltd

Main purpose of job:

To provide efficient and responsive organisational, secretarial and comprehensive administrative support to the Chief Risk Officer, Chief Commercial Officer and Chief People Officer, CAF Bank, which necessitates access to confidential information requiring absolute discretion at all times.

Responsible to: Chief People Officer

Budgetary responsibilities: None

Responsible for: None

Key Job Responsibilities:

- To provide the CRO, CCO and CPO with a full range of secretarial and administrative support to enable operational efficiency, with the ability to organise and prioritise as changing needs dictate.
- To provide complex and extensive diary management, scheduling all internal and external meetings for the CRO, CCO and CPO, and liaising with key stakeholders both internally and externally.
- To provide an internal and external point of contact and engagement for all matters relating to the CRO, CCO and CPO.
- To act as first point of contact for external callers and visitors, taking appropriate action either to resolve personally or forward as necessary.
- To arrange Travel (including arranging parking and desk bookings) and Accommodation requirements, including preparation and monitoring expense claims, payment of invoices and monitoring/approving team requests for annual leave.

- To ensure that the CRO, CCO and CPO are aware of any key issues that require their attention as they arise.
- To ensure that action items from Board and Board Committees or Regulators are dealt with appropriately and timely.
- To co-ordinate specific project activities as directed by the CRO, CCO and CPO.
- Work with the CRO, CCO and CPO to collate MI to be utilised in Board and other Board Committee meetings for CAF Bank and CFSL (CAF Financial Solutions Limited) and to work with the CRO, CCO and CPO to organise and collate MI for executive and business level governance meetings. Be prepared to take accurate minutes if required.
- To undertake any other reasonable duties as required by the CRO, CCO or CPO.
- To plan and organise own programme of work without supervision, identifying and solving problems in a proactive manner whilst ensuring a high level of professionalism and confidentiality.
- To organise staff events, virtual, in-house and external across multiple platforms.
- To support organisation of external events such as seminars, networking events and conference attendance

Date: November 2025

PERSON SPECIFICATION

Job title: Executive Assistant

Date: November 2025

Attributes	Essential ✓	Desirable ✓	How Evidenced ⁺
Experience			
Previous experience of providing EA/PA support at Executive Level	✓		R/C/T
High level of competence and experience in diary & time management, inbox management, typing & IT skills	✓		
Previous experience of working in a fast-paced environment that is going through transformation	✓		
Previous experience of organising and administering Board meetings and managing Board members	✓		
Experience of managing confidential and sensitive material	✓		
Experience of organising events/dinners		✓	
Qualifications			
O'level / GCSE / Equivalent English and Maths		✓	R/E/C/T
Training			
Customer Service skills		✓	R/C/T
Minute taking	✓		
Specialist Skills/ Ability/Knowledge			
Diary management	✓		C/T

Minute taking experience	✓		
Excellent knowledge of IT packages including Outlook, Word, Excel, PowerPoint & Visio.	✓		
Proficient in the use of Microsoft Teams and Zoom	✓		
Communication			C/T
A clear and concise communicator both in writing and orally, both internally and externally	✓		
Confident communicator with the ability to communicate with all stakeholders, internally and externally	✓		
Ability to field calls and answer e-mails on behalf of Directors	✓		
Observes strict confidentiality	✓		
Preparing papers and following up actions	✓		
Personal Qualities			C/T
Integrity, tact & discretion	✓		
Ability to work alone: self-motivated and highly organised	✓		
Ability to organise and prioritise as changing needs dictate, anticipating needs before they arise	✓		
Ability to multitask to manage multiple deadlines	✓		
Resilience and ability to keep calm under pressure	✓		
Ability to project manage	✓		
Special Conditions			C/T
Travel to London as required	✓		
Some out of hours working may be required	✓		

Prior to Appointment			
All posts: <ul style="list-style-type: none"> • Credit Check • Sanctions Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK 	✓ ✓ ✓ ✓ ✓ ✓		R/E
FCA Approved Posts: <ul style="list-style-type: none"> • Standard DBS Check 	✓		

✓ Tick either the *Essential* or *Desirable* column as appropriate for each attribute

† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key

R = References, **E** = Evidence/Certificates, **A** = Application, **C** = Competency Interview, **T** = Testing/Assessment