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## JOB DESCRIPTION

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**Job Title:** Executive Assistant to CEO CAF Bank and CAF Charity Services

**Grade:** C

**Department:** CAF Bank and CAF Charity Services

**Main purpose of job:**

To provide efficient and responsive organisational, secretarial and comprehensive administrative support to the CEO and CFO of CAF Bank and CAF Charity Services, which necessitates access to confidential information requiring absolute discretion at all times.

**Responsible to:** CEO CAF Bank and CAF Charity Services

**Budgetary responsibilities:** None

**Responsible for:** None

**Key Job Responsibilities:**

- To provide the CEO CAF Bank and CAF Charity Services 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 secretarial and administrative support to the CFO and Chief of Staff as required to support diary management.
- To provide complex and extensive diary management, scheduling all internal and external meetings for the CEO, the CFO and the Chief of Staff, 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 CEO, the CFO and the Chief of Staff.
- To monitor all incoming communications and email for the CEO, delegating where appropriate.

- 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 and Accommodation requirements, including preparation and monitoring expense claims and payment of invoices.
- To ensure that the CEO, the CFO and the Chief of Staff are aware of key issues as they arise.
- To ensure that action items are dealt with appropriately.
- To co-ordinate specific project activities as directed by the CEO, the CFO and the Chief of Staff
- To prepare, collate and distribute papers to support CAF Bank Board, CAF Financial Solutions Limited Board and internal governance meetings, and take responsibility for accurate and extensive minute taking.
- To provide administrative support to the CAF Bank Board, including the organisation, co-ordination and follow up for training modules and external courses.
- 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

## **CAF Behaviour Framework**

The CAF Behaviour Framework sets out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This framework is used for the assessment, management and development of performance of all our people across CAF

Please refer to 'Work the CAF Way' booklet for the CAF Behaviour Framework

**Date: November 2021**

## PERSON SPECIFICATION

Job title: Executive Assistant to CEO CAF Bank and CAF Charity Services

Date: November 2021

Attributes	Essential ✓	Desirable ✓	How Evidenced <sup>+</sup>
<b>Experience</b>			
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		✓	
Experience of Handling customer complaints		✓	
<b>Qualifications</b>			
O'level / GCSE / Equivalent English and Maths		✓	R/E/C/T
<b>Training</b>			
Customer Service skills		✓	R/C/T
Minute taking	✓		
<b>Specialist Skills/ Ability/Knowledge</b>			
Diary management	✓		C/T

Minute taking experience, preferably at Board level	✓		
Excellent knowledge of IT packages including Outlook, Word, Excel, PowerPoint & Visio.	✓		
Proficient in the use of Microsoft Teams and Zoom	✓		
<b>Communication</b>			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	✓		
<b>Personal Qualities</b>			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	✓		
<b>Special Conditions</b>			C/T
Travel to London as required	✓		

Ability to take minutes of Divisional Meetings	✓		
Some out of hours working may be required	✓		
<b>Prior to Appointment</b> All posts: <ul style="list-style-type: none"> <li>• Credit Check</li> <li>• Sanctions Check</li> <li>• Basic DBS Check</li> <li>• Employment References</li> <li>• Medical Clearance</li> <li>• Right to Work in the UK</li> </ul> FCA Approved Posts: <ul style="list-style-type: none"> <li>• Standard DBS Check</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓ ✓		R/E

✓ 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