

Job Description

Job title:	Executive Assistant
Reports to:	Executive Director
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

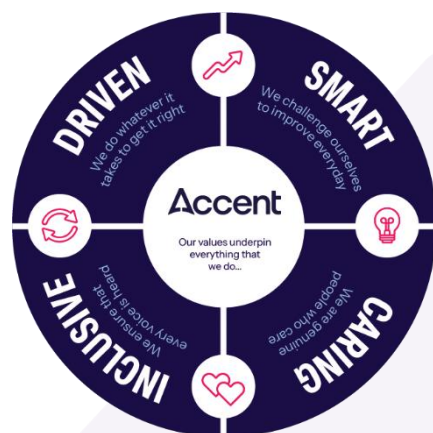
As the Executive Assistant, you will be a key partner in ensuring the operational efficiency and effectiveness of the Executive Directors duties. Your role will involve providing proactive high-level administrative, organisational, and strategic support. By managing schedules, coordinating projects, undertaking research and facilitating communication you will support the achievement of key business objectives, managing and meeting conflicting deadlines, manage sensitive information and ensure smooth communication between the Director and stakeholders, both internally and externally.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity

around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As the Executive Assistant, you will play a vital role in ensuring that the organisation's services run smoothly and efficiently. You will embody our values by fostering a collaborative and efficient work environment, ensuring that the Executive Team's time is optimised, and business priorities are met. Your commitment to professionalism and excellent communication will enhance the overall experience of both internal and external stakeholders.



Key Responsibilities and Duties

- Provide a high level proactive executive support service to the Executive Director, preparing and managing an annual plan of priorities and activities, ensuring alignment with strategic objectives and effective collaboration across the organisation. To manage and meet conflicting deadlines resolving scheduling conflicts and ensuring strict adherence to Governance and compliance regulations, maintaining high standards and mitigating risks through proactive planning and monitoring.
- Act as the first point of contact for the Executive Director, handling correspondence, phone calls, and enquiries, ensure all confidential information is handled with the utmost discretion and professionalism, both internally and externally, representing the executive director ensuring positive relationships are maintained.
- Responsible for organising, coordinating and managing organisational / directorate meetings. This includes agenda preparation, report creation, minute taking, ensuring follow-up on action points and tracking progress against key actions and operational plans, including where relevant Board and Committee meetings.
- Provide administrative and secretarial support, including managing diaries, manage the Exec Director's email inbox, prioritising and flagging important correspondence and ensuring timely responses, booking travel and accommodation, and scheduling meetings to ensure the Exec Director's time is used effectively and where required supporting their direct reports.
- Prepare reports, presentations, and other materials for meetings, events and conferences ensuring all documentation is accurate and delivered on time.
- Liaise with internal and external stakeholders (such as councillors and MP's), managing enquires and complaints, ensuring smooth communication and the efficient handling of requests and issues.
- Responsibility for managing and recording Exec Director expenditure, ensuring transparency and accuracy in all cost documentation. Process invoices, procurement requests and other financial transactions relevant to the role
- Support project management and research, assisting in delivering strategic objectives and ad-hoc initiatives across the organisation. Take responsibility for designing, organising, managing and delivering key business events, workshops, conferences, PR engagements and other organisational activities as directed, ensuring smooth coordination and execution.
- Work with and support other Executive Assistants with company wide events, special projects to ensure successful implementation as and when required

The must haves:

- Proven experience in providing high-level administrative and organisational support to senior leaders or executives.
- Proficiency in Microsoft Office, including Word, Excel, PowerPoint, and Outlook.
- Excellent communication skills, both written and verbal, with the ability to liaise effectively at all levels.
- Ability to manage multiple priorities, work independently, and maintain confidentiality.
- Strong organisational skills with attention to detail and the ability to meet deadlines.
- The ability to develop and maintain positive relationships with colleagues. Be able to confidently navigate through ambiguous situations while handling highly confidential and sensitive data.

- Experience of research, report writing and preparing presentations
- Experience of recording meetings and demonstrating speed, accuracy and business commercial awareness

The added extras:

- Experience in event management and coordination.
- Familiarity with project management and supporting cross-functional teams.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.