



EA to CEO Job Description

Introduction to Kintsugi Hope

Kintsugi Hope is a charity launched 24 February 2018, set up with the vision for 'A world where mental and emotional wellbeing is understood and accepted, with safe and supportive communities for everyone to grow and flourish.'

Kintsugi Hope is working with partner organisations across the whole of the UK to see our vision become a reality.

Role Purpose:

As EA to the CEO, you will be responsible for the smooth running of the CEO's office, including calendar management, travel arrangements, email and communication support. You will also assist with all the internal functions that support the main services of Kintsugi Hope. This role will assist the whole Kintsugi Hope team with administration and organisation as required to ensure the smooth day to day running of the organisation.

Job title: EA to CEO

Responsible to: CEO

Place of Work: Remote or Hybrid working

Salary: £25,500

Contract : 37.5 hours a week

Benefits: 25 days holiday plus Bank Holidays (pro rata for part time)

Entitlement to pension following 3 months' probation period

Main Responsibilities

- Due to the flexible nature of the role these accountabilities are inclusive of but not limited to supporting the CEO in the following ways:



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- Organising calendars and schedules
- Facilitating travel
- Providing administrative support
- Engaging on projects as and when needed
- Preparing papers for Board and other key internal and external meetings
- Various monthly recurring responsibilities specific to the CEO
- Working to either personally resolve or draw the correct people into situations that arise during times when the CEO is unavailable
- To assist the CEO in meeting all deadlines. This will include advance planning and using initiative to make sure all areas are well considered and prepared
- Prepare agendas and ensure appropriate resources exist for all meetings, ensuring all papers and materials are prepared in advance with the right people involved
- Involvement in projects as needed by the CEO, this could involve coordination or taking a lead on project completion
- Provide support to the CEO on the coordination across the organisation of annual planning and budget setting
- Assist with the support functions of the organisation (Finance, HR, Facilities)
- Assist with HR Administration as required
- Contribute and assist with making Kintsugi Hope a great place to work
- Representing Kintsugi Hope at events, online and in person.
- Contributing to the wider strategy and vision for Kintsugi Hope.
- Any other tasks or projects required by the CEO.

Culture:

- Clearly live out and embrace the cultural values of Kintsugi Hope.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

Other Responsibilities Include:

- Being willing to pray alongside staff and volunteers, and fully engage with our Christian ethos



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- Encouraging friends, family and other contacts to support the charity through the Hope Giver programme and other fundraising initiatives
- Attending annual Kintsugi staff retreats and conferences
- Completing all compulsory Kintsugi Hope training within given timescales

Measurable Outputs (to be reviewed):

- CEO calendar is prepared and accurate on a daily basis.
- External communication responded to within 24 hours.
- Internal communication responded to within 48 hours.
- Travel planning complete 24 hours before a trip is due to commence
- Papers for meetings circulated a week before each meeting, where possible
- Projects/tasks set by the CEO completed on time and to the expected standard

Person Specification

Education/Qualifications

- Professionally qualified by suitable demonstrable experience
- GCSE Maths and English

Knowledge/Experience

- Excellent administration and process management and development.
- Working with data in Excel and on databases.

Skills/Abilities

- Excellent attention to detail.
- Ability to communicate clearly and sensitively including excellent listening and communication skills, both verbal and written.
- Strong IT skills, in particular Microsoft Office Systems and procedures, including Word, PowerPoint, Excel and Outlook.



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- Ability to contribute to the big picture, developing processes and systems, strategically thinking ahead.
- Excellent interpersonal skills with the ability to engage successfully and work collaboratively with others both internal and external at all levels, with a positive, flexible 'can-do' approach.
- Excellent organisational skills, ability to manage multiple priorities, work to deadlines and work on own initiative without day to day direction whilst maintaining a commitment to team work.
- Quick to learn new skills

All adults working in or on behalf of Kintsugi Hope have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which Kintsugi Hope services can be delivered
- Identifying children and adults where there may be safeguarding concerns
- Following the Kintsugi Hope Safeguarding policy in addressing any concerns appropriately

All Kintsugi Hope employees and contractors are required to have a satisfactory DBS check and be compliant with the Kintsugi Hope Safeguarding and Code of Conduct policy.

Last reviewed: Sep 2024