

Executive Assistant

Salary: £35,000 to £37,000 FTE (£28,000 to £29,600 pro rata for 30 hours)

Reports to: Chief Executive Officer

Hours: Part time, up to 4 days (30 hours) per week

Contract: 6 months initially, with potential to become permanent

Location: Cambridge, with some flexibility for hybrid working by agreement

About Abbey People

Abbey People is a vibrant, community-focused charity dedicated to improving lives and strengthening communities across Cambridge. Through partnership, innovation and collaboration, we deliver services and projects that create lasting social impact.

As the organisation continues to develop, Abbey People is creating an exciting new Executive Assistant role to work closely with the CEO and wider team. This is a broad and varied position, providing high-level executive support alongside responsibility for operational systems, governance, HR, fundraising support, safeguarding, events and organisational development.

The role provides an excellent opportunity for someone who enjoys variety, takes ownership and wants to make a tangible difference to how an organisation operates and delivers its work.

Job Purpose

The Executive Assistant will act as a trusted operational partner to the CEO, providing proactive executive support while helping to ensure the effective day-to-day running of the organisation.

The role will support the CEO to focus on strategic priorities, fundraising, partnerships and organisational development, while taking ownership of a range of operational activities and improvement projects.

Working across systems, governance, HR, fundraising support, safeguarding, events and administration, the postholder will identify opportunities to improve efficiency, introduce better ways of working and ensure colleagues have the systems, information and support they need.

A key element of the role will be making effective use of digital technology and AI tools to streamline administration, improve productivity and support smarter ways of working, while maintaining appropriate standards of confidentiality, data protection and governance.

Key Responsibilities

Executive Support

- Provide proactive and high-quality executive support to the CEO.
- Manage a complex and changing diary, ensuring priorities and commitments are effectively coordinated.
- Monitor and prioritise the CEO's inbox and correspondence, identifying urgent matters and ensuring appropriate action.
- Prepare agendas, reports, presentations, briefing papers and other documentation as required.
- Coordinate meetings, appointments and follow-up actions.
- Act as a key point of contact on behalf of the CEO with internal and external stakeholders where appropriate.
- Anticipate requirements and ensure the CEO is well prepared for meetings, events and key organisational activities.

Operational Support and Continuous Improvement

- Review and improve organisational systems, processes and administrative procedures.
- Identify opportunities to improve efficiency, reduce duplication and introduce more effective ways of working.
- Support operational improvement projects across the organisation.
- Develop clear procedures, workflows and guidance to support consistent working practices.
- Monitor agreed organisational priorities and support projects through to completion.
- Provide practical support to colleagues to help ensure the organisation operates effectively.

CRM, Systems and Digital Development

- Lead the ongoing development and optimisation of Salesforce or an equivalent CRM/database system.
- Improve workflows, reporting, automation, data quality and system processes.
- Develop management information to support organisational planning and decision making.
- Establish appropriate processes for maintaining accurate and consistent data.
- Train and support colleagues in the effective use of organisational systems.
- Identify, evaluate and implement appropriate AI tools and digital technologies to improve productivity and reduce routine administration.
- Support colleagues to use AI and digital tools effectively, responsibly and securely.
- Ensure the use of technology remains consistent with GDPR, safeguarding requirements and organisational policies.

Fundraising and Business Development Support

- Provide administrative and operational support to fundraising, sponsorship and partnership activity.
- Research and monitor relevant funding and partnership opportunities.

- Develop and maintain a coordinated grant application and reporting tracker.
- Ensure funding opportunities, applications and deadlines are recorded and monitored effectively.
- Maintain records of corporate contacts, community partnerships and sponsorship opportunities.
- Develop and maintain a shared tracker of networking and relationship-building opportunities.
- Support the CEO with funding bids, partnership meetings, presentations and follow-up activity.

Governance and Trustee Support

- Act as Clerk to the Board of Trustees.
- Coordinate Board and committee meetings, including agendas, papers and supporting documentation.
- Prepare accurate and timely minutes and monitor agreed actions.
- Maintain appropriate governance records and statutory documentation.
- Ensure actions arising from Trustee meetings are followed up and monitored.
- Build positive and professional working relationships with Trustees.
- Support the organisation in meeting relevant Charity Commission, GDPR and internal governance requirements.

Human Resources and People

- The Executive Assistant will work closely with the Business and Resources Manager to support effective HR and people processes, including:
 - Coordinating recruitment campaigns, candidate administration and onboarding.
 - Reviewing and updating job descriptions.
 - Maintaining HR policies, procedures and related documentation.
 - Supporting staff training, development and learning activity.
 - Supporting performance review processes and associated administration.
 - Coordinating volunteer administration.
 - Supporting student placements, work experience and development opportunities.
 - Maintaining accurate and confidential employee records.
 - Supporting the development of a positive, inclusive and well-organised working environment.
- Safeguarding
 - Support the organisation in maintaining effective safeguarding policies and procedures.
 - Assist managers and colleagues in embedding safeguarding best practice.
 - Coordinate safeguarding policy reviews and related training.
 - Ensure safeguarding records and documentation are appropriately maintained.
 - Escalate safeguarding concerns in line with organisational procedures.
- Events and External Engagement
 - Coordinate organisational events from planning through to delivery.
 - Support colleagues with event administration, logistics and communications.
 - Represent Abbey People at networking events, community meetings and other external activities.

- Identify relevant speaking, networking and partnership opportunities.
- Support the development of external relationships and networks.
- Deliver presentations or represent the organisation publicly where appropriate.

Office and Resource Management

- Support the smooth and effective day-to-day running of the office.
- Manage office suppliers, facilities and operational resources.
- Support monitoring of operational expenditure and purchasing.
- Ensure colleagues have the equipment, systems, information and resources required to work effectively.
- Identify opportunities to improve the organisation's use of resources and operational infrastructure.

Person Specification

We are looking for someone who enjoys a varied role, takes ownership and is motivated by making organisations more effective.

The successful candidate will demonstrate:

- Proven experience in an executive support, operations, business support, office management or organisational development role.
- Experience supporting senior leaders and managing competing priorities with discretion and sound judgement.
- Strong organisational and project management skills, with the ability to take projects from initial idea through to completion.
- Experience reviewing and improving systems, processes and workflows.
- Practical experience of Salesforce or another CRM/database platform.
- Excellent IT skills, including Microsoft 365.
- Confidence using AI tools such as ChatGPT, Microsoft Copilot or similar platforms to improve productivity and streamline administration.
- An understanding of the responsible, ethical and secure use of AI and digital technologies.
- Experience of HR administration, recruitment, onboarding or policy development.
- Excellent written communication skills, including preparing reports, policies, Board papers and accurate meeting minutes.
- Strong interpersonal and relationship-building skills, with the confidence to work with colleagues, Trustees, volunteers and external stakeholders.
- Excellent attention to detail and a commitment to producing accurate, high-quality work.
- A proactive, practical and solutions-focused approach, with the ability to identify opportunities for improvement and take ownership of implementing change.
- High levels of discretion, professionalism and integrity when dealing with confidential or sensitive information.
- The confidence to work independently, make informed decisions and use initiative, while recognising when guidance or escalation is required.

- A flexible and adaptable approach, with the ability to respond positively to changing priorities.
- A genuine commitment to Abbey People's values and the work of the organisation.

Desirable Experience

- Experience working within the charity or voluntary sector.
- Experience supporting a Board of Trustees or acting as Clerk to a Board.
- Knowledge of charity governance and compliance.
- Safeguarding training or experience.
- Experience organising events or community engagement activities.
- Knowledge of grant funding or fundraising administration.
- Experience supporting volunteers, students or work experience placements.
- Experience delivering presentations, facilitating meetings or speaking confidently to groups.

What Success Looks Like

Within the First Three Months

- Build strong and trusted working relationships with the CEO, colleagues and Trustees.
- Establish effective systems for managing the CEO's diary, inbox and priorities.
- Complete an initial review of CRM, HR, safeguarding, governance and key administrative processes.
- Identify immediate opportunities to improve efficiency and produce a prioritised operational improvement plan.
- Develop a clear understanding of organisational priorities and how the role can best support them.

Within Six Months

- Implement agreed CRM improvements, with better data quality, workflows and reporting.
- Colleagues are confident using agreed systems and processes.
- Board and Trustee administration is well organised, with timely papers, accurate minutes and effective action tracking.
- HR, recruitment and safeguarding processes have been reviewed and improvements implemented where required.
- Grant, fundraising, partnership and networking opportunities are being tracked through clear and consistent systems.
- Appropriate AI and digital improvements have been introduced to reduce administration and improve efficiency.
- At least one organisational event has been successfully coordinated.

Within Twelve Months

- The CEO has greater capacity to focus on strategic leadership, fundraising, partnerships and organisational development.

- Key operational systems and processes are documented, embedded and consistently used.
- The CRM is effectively supporting organisational reporting, stakeholder management and engagement.
- HR and people processes are well organised, current and operating effectively.
- Trustees receive consistently high-quality administrative and governance support.
- Colleagues have improved access to systems, information and operational support.
- The role is recognised as an effective and trusted operational resource across the organisation.
- Abbey People has stronger systems, processes and operational foundations to support future development.

Why Join Abbey People?

This is an opportunity to join a respected local charity in a role where your contribution will have a genuine and visible impact.

You will work closely with the CEO and wider team, with the opportunity to take ownership of projects, introduce new ideas, improve systems and help shape how the organisation operates.

The role offers genuine variety and the opportunity to use your existing experience while developing a broad understanding of charity operations, governance, HR, fundraising and organisational development.

If you enjoy being the person who sees what needs doing, brings structure to busy environments and finds practical ways to make things work better, this could be an excellent opportunity.

Equality, Diversity and Safeguarding

Abbey People is committed to creating an inclusive workplace where everyone is treated with dignity and respect. We welcome applications from all suitably qualified candidates. Abbey People is committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff are expected to share this commitment.

The successful candidate will be required to undertake appropriate pre-employment checks, which may include a DBS check appropriate to the role.