



Job title	Executive Support & Communications Assistant
Reports to	Chief Executive Officer
Responsible for	N/A
Location	Head Office, New Basford, NG7 7LW
Hours	37 per week Monday to Friday
Salary	£28,162.85 Scale 6

Purpose

The Executive Support and Communications Assistant will provide a high level of confidential administrative support to the Chief Executive (CEO), and Executive Team (Directors) to enable them to focus on their responsibilities for the governance and leadership of the Association. This role will also take responsibility for the delivery of the Association's Communications and Marketing Strategy by ensuring that communication is clear, stakeholders are engaged and a positive public image is maintained. This will include website and social media development, production of printed materials including the Tenants' Newsletter and the Annual Report, and to coordinate various events including corporate events and exhibitions.

Disclaimer

Any job description provided to you by the Association will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, a senior officer of the Association.

Duties and responsibilities

Executive Support

To maintain the Chief Executive's diary and manage appointments.

To organise and take notes at Senior Management Team and Directors meetings.

To answer and monitor telephone calls to the Chief Executive's office and to deal with general telephone enquiries.



To maintain an efficient and updated filing and record-keeping system for the Chief Executive and to retrieve information as requested.

To deal with all routine correspondence for the Chief Executive, using initiative and prioritising where appropriate.

To provide administrative support to the Directors, including calendar management, meeting scheduling and travel arrangements.

To prepare and format documents, presentations, and reports for executive review.

To act as liaison between executives and internal/external stakeholders, managing communications and ensuring timely responses.

Communications

To develop and review the Marketing and Communications Strategy and to take responsibility for delivering the objectives.

To work closely with the Chief Executive and Senior Management Team to copywrite, produce, publicise and distribute the Annual Report.

To lead on the copywriting and working with our external designers on the production of 'engage' – Tuntum's quarterly tenants' newsletter.

To prepare and distribute the staff newsletter.

To lead on maintaining and developing the Association's website and social media presence; ensuring they support the Association's brand presence.

To regularly liaise with designers and print agencies regarding the production of printed and promotional materials for the Association, including signage and advertising in the press.

To organise regular events for the Association, typically including launches, corporate exhibitions and internal events, as necessary.

Maintaining accurate contact lists for stakeholders, media contact, and partners to ensure effective communication channels.

Compiling and analysing data related to communication initiatives and events.



To work with key staff members to support ad hoc marketing projects within the Association.

To carry out other general communications and marketing tasks that may arise.

Governance

To assist the Governance Manager with their responsibilities as Company Secretary, ensuring that notification of meetings, minutes and other such delegated matters are dealt with.

To assist in the preparation and issue of agendas, papers and reports to the Board of Management in keeping with agreed standing orders, assisting the Chief Executive, the Governance Manager and other Directors as required.

To occasionally attend board and committee meetings in a minute-taking capacity and distribute the minutes to relevant parties.

To attend all corporate meetings in a minute taking capacity.

To assist in the Association of meetings, conferences and events such as Board away-weekends and Board training, etc; arranging venues, equipment and refreshments and, where necessary, coordinating travel and accommodation for delegates.

Facilities Management

To oversee the office and liaise with others, making sure the office is always ready to welcome employees and external visitors.

To manage services and supplies needed at the Office.

To support the Compliance & Safety Lead to ensure all Health & Safety requirements are met.

To manage catering and food delivery for internal & external events.

Other Factors Related to the Post

To maintain personal and professional development and improvement.

To maintain confidentiality of information at all times.



To carry out any reasonable task in keeping with the role of Executive Support and Communications Assistant as requested by the Chief Executive.

Person Specification

Requirements	Essential
Education	Educated to at least A Level standard
Knowledge	Understanding of Housing Associations and their stakeholders. Proficiency in Microsoft Office Suite and social media platforms.
Experience required	At least 2 years proven experience in communications, or executive support roles. Proficiency in Microsoft Office Suite and social media platforms. Experience working with a range of people.
Skills and aptitudes required	Strong interpersonal skills and the ability to work collaboratively. Detail-oriented with a high level of accuracy. Proactive and able to anticipate needs. Flexible and adaptable to changing priorities.
Personal qualities required	Resilient, credible and able to influence people outside of your sphere of responsibility. Committed to equality and diversity in service delivery. Committed to going the extra mile to deliver an exceptional service. Organised and able to work effectively in a standalone role.



	Trustworthy, has integrity and operates in an ethical way.
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Approved by:	Charmaine Simej, CEO
Date approved:	January 2024