

Executive Assistant to CEO and Board

Job pack

Thanks for your interest in working at Citizens Advice Sandwell & Walsall. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice Sandwell & Walsall.

Want to chat about this role?

If you would like to chat about this role further, you can contact us at:
staffrecruitment@citizensadvicesandwell-walsall.org

Our Aim, Vision & Values

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Aim

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Our Vision

We will enable individuals and families in need by providing quality advice and advocacy. We constantly expand our partnerships and stakeholder network to strengthen our ability to influence policy and command change for the good of the community. We have highly trained professional teams that have the knowledge and skills to make the biggest positive impact.

Our Values

- We make a positive difference to the community
- We develop the knowledge of our people and are a learning organisation
- We celebrate individual and collective achievements that we can build on
- We embrace diversity and stand up for equality

Overview of Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

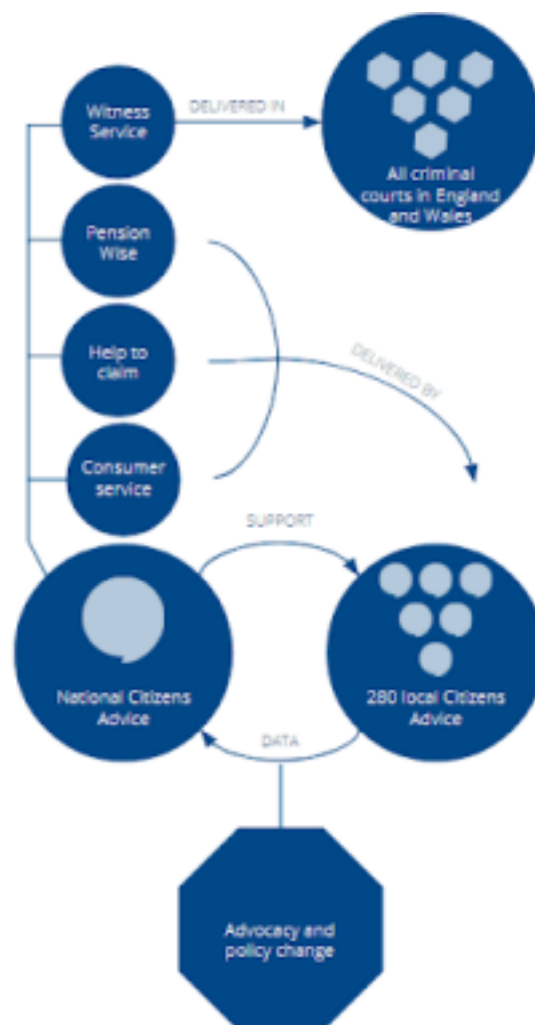
3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

We have a network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



The role

Hours: From 25- 37 hours per week

Part time or full time considered – to be discussed at interview

Salary: £25,000 per annum (37 hours) - Pro-Rata salary will be applied for part time hours

Contract: Permanent - Up to 6 month Probation period

Reports to: Chief Executive Officer

Location: Sandwell & Walsall

Closing date: Sunday 15th June 2025

- Do you have experience in providing decisive and accountable support at Director and/or Executive level?
- Are you someone with excellent time management and communication skills?
- Can you be highly organised and responsive to changing demands?
- Are you able to join a newly structured Executive Management Team and deal with a changing landscape?

Citizens Advice Sandwell and Walsall Board has appointed a New Chief Executive who started in post in February 2025. The Chair of the Board and Chief Executive are looking for someone who can be part of a new team due to an organisational redesign which will be happening during 2025. We are looking for someone who can join us at this critical and new time who can be part of this new team.

Main Tasks and Responsibilities

As the Executive Assistant to the Board and Chief Executive Officer, you will need to deliver a high quality professional administrative service. You will be responsible for dealing with different stakeholders internally, externally and colleagues from National Citizens Advice which will mean you will need to be proactive, flexible and responsive.

The role involves close working relationships with the Chair, CEO and the Executive Management Team so will have demanding, varied and interesting responsibilities

and work which means no day will be the same.

The Executive Assistant is responsible for:

- 1.1. Pro-actively manage the Chair and Chief Executive's diary and travel arrangements, maintaining free space in the diary, setting reminders for actions and responses, and managing priorities and clashes.
- 1.2. Adding reminders to the calendar and keeping time free for actions to be addressed.
- 1.3. Closely liaise with different stakeholders internally and externally for meetings and any necessary actions
- 1.4 Lead on behalf of the Board and Executive to ensure that good quality information is available in advance of meetings, visits and presentations
- 1.5. To take minutes of Board Meetings, Sub - Committees and any other Board Related meetings
- 1.6. Closely liaise with the Chair and CEO to ensure that they have the access to appropriate information when needed
- 1.7. Analyse papers and any documents when needed and prepare summaries for the CEO
- 1.8. Coordinate your own workload and ensure that cover is in place when needed such as Annual Leave, Training etc
- 1.9. Be highly organised and responsive to ever-changing demands and with the flexibility to work outside the remit of their role if required
- 1.10. Establish and maintain working relationships with all levels of colleagues from Board level down
- 1.11. Time Management Skills and ability to meet deadlines is essential
- 1.12. Advanced user knowledge of Google Products (i.e Google Docs, GMail, Google Chat, Google Calendar)
- 1.13. Ability to implement Continuous Improvement ideas and contribute to the wider organisational approach
- 1.14. To manage the statutory requirements with the Charity Commission, Financial Conduct Authority and Companies House
- 1.15. To provide reports for funders, gather data and submit any quarterly reports when required

1.16. To arrange all Board Meetings, Annual General Meetings and any other organisational wide events, liaising with external organisations

In addition to the responsibilities outlined in this job description, you may be required to undertake other duties as needed to support the organisation's objectives.

Person specification

Essential	Method of assessment
1. Supporting a Senior Executive and or Senior Team	A/I
2. Demonstrate experience with diary management, time management and calendar management	A/I
3. Experience with undertaking minutes at Board level providing a high quality service	A/I
4. Ability to work in fast-paced environment and changing priorities	A/I
5. High levels of discretion and confidentiality at all times	A/I
6. Experience of organising Board Meetings, Events, All Staff Events etc	A/I

What we give our colleagues

We value all our colleagues and offer a **supportive culture** within a charity setting that is committed to social justice. All of our roles attract a rewarding remuneration package with excellent terms including:

- **Generous Holiday Allowance** – Enjoy **26 days** of annual leave, plus bank holidays—and an **extra day off to celebrate your birthday!** Your entitlement increases to **31 days** after 5 years of service and **33 days** after 10 years
- Secure your future with our competitive **pension scheme**
- **Volunteering Day** – Take one fully paid day per year to support a cause you're passionate about
- All paid staff are eligible to apply for a **Blue Light Card** giving you access to amazing discounts on shopping, dining, travel, entertainment, and more
- We conduct **annual pay reviews** to ensure fair and competitive pay
- **Flexible** – Options for flexible working to support work-life balance
- **Health & Wellbeing Support** – Access to an Employee Assistance Programme (EAP)
- Training programs, funding for **professional qualifications**, or personal development opportunities
- We offer a number of **inclusive policies** designed to cater to the diverse needs of our colleagues. Some of the policies we offer include:

Carers' Policy – Unpaid carers will be entitled to paid leave entitlement of up to 3 working days and 5 days unpaid leave every 12 months

Menopause Policy – Providing guidance and support for those experiencing menopause, ensuring a comfortable and respectful work environment

Trans Inclusion Policy – Committing to an inclusive workplace for all gender identities, with clear support and resources for trans employees

How to apply

- If you would like to apply for this position, please submit an application form detailing your suitability in relation to the person specification.
- Please ensure that you provide us with enough information so we can understand what you have achieved in your career.
- As a guide we would be looking at between 1500-2000 words.

Send your application to our recruitment team at staffrecruitment@citizensadviceandwell-walsall.org **by 11:59 pm on Sunday 15th June 2025.**

- If you require any adjustments or support to help you with your application, please don't hesitate to contact us at: staffrecruitment@citizensadviceandwell-walsall.org
- Applicants must have the right to work in the UK. Proof of eligibility will be required before employment begins.

We appreciate your interest in this opportunity and wish you all the best with your application!