

Pancreatic Cancer UK

Job information pack

Executive Assistant to the Chief Executive
and Senior Management Team

Thank you
for your
interest in
Pancreatic
Cancer UK



Thank you for expressing an interest in working for Pancreatic Cancer UK and in particular in the role of Executive Assistant to the CEO and SMT. Enclosed is further information about this position, which I hope you find helpful.

This is a very exciting time to join the charity, over the last two years we have grown considerably and are really making an impact and a difference with our work. I have just joined the charity as CEO so the role of Exec Assistant is a fantastic opportunity to work with me and SMT supporting the team and our work as we continue to grow and do more for people affected by pancreatic cancer.

Pancreatic cancer is a tough one but we're taking it on.

We are supporting those affected by the disease, investing in ground breaking research, lobbying for greater recognition of pancreatic cancer, and being a voice for everyone involved in the fight.

Together we are taking on pancreatic cancer:

- We provide expert, personalised support and information via our Support Line and through a range of publications
- We fund innovative research to find the breakthroughs that will change how we understand, diagnose and treat pancreatic cancer
- We campaign for change; for better care, treatment and research, and for pancreatic cancer to have the recognition it needs.

Pancreatic cancer is the tenth most common cancer in the UK, with 9,400 people diagnosed each year. For decades pancreatic cancer has remained on the side-lines, with survival rates stuck at 3%, and only 1.4% of the total cancer research spend¹ dedicated to beating the disease.

But things are changing.

¹ National Cancer Research Institute partner spend

We've seen the start of positive change in treatment and care for pancreatic cancer patients. Today five year survival rates across the UK are at around 5%, that's 180 more people each year surviving for five years or more.

We will have the first ever national pancreatic cancer clinical guidelines to aid those involved in the diagnosis and treatment of the disease. And UK research investment has now reached £10 million a year.

We have much more to do.

Our ten-year vision is to transform the future for everyone affected by pancreatic cancer. We will work to increase research spend to a game changing £25 million, with £10 million raised by our own team in the next five years. We will campaign for improved access to treatments, and better care for everyone with the disease. We will double the reach of our flagship service, the Pancreatic Cancer UK Support Line. And increase our income to £10 million a year by 2022.

But we can't do this alone. We have always been at the heart of a determined community of people who share our ambitions. Our staff and volunteers are critical to the success of our plans.

If you feel energised by the prospect of joining our team to help take our challenging agenda forward, we would love to hear from you. Pancreatic Cancer UK is a really special place to work, you will be joining a great team of determined staff and volunteers in a fast moving organisation with a collaborative, professional culture.

Please take time to read through this job pack, take a look at our website and read through the job description and person specification to see how you would meet with our needs.

We hope to hear from you soon.

With best wishes,

Diana Jupp, Chief Executive Officer

Job Description

Executive Assistant to the CEO and SMT

Background

This role reports to and works directly with the CEO, providing an executive PA service, and also supports the Senior Management Team (SMT). Our new CEO Diana Jupp joined the charity in November, working with a stable SMT of three Directors. You will have the opportunity to support Diana at this exciting time as she takes over the leadership of the charity.

As part of the Corporate Services team the post assists with the effective management of the charity and corporate governance.

The CEO and her EA work in an open plan office together with all the London-based staff, fostering a friendly culture where senior managers are known for their approachability. The EA will need to reflect this in their style of working, being comfortable engaging at all levels in a non-hierarchical way.

PURPOSE

The Executive Assistant is responsible for providing the full range of secretarial, administrative and project-related support to the CEO and members of SMT as a means of supporting the smooth management of the charity.

Specifically, the Executive Assistant will provide:

- Executive PA support to the CEO
- PA support to the Senior Management Team
- Administrative support for meetings of the Board of Trustees
- Coordination of cross-charity meetings or events
- Support for the reporting of performance management information and statistics
- Support for CEO-led internal communications
- Management of records and files for audit / inspection consistent with statutory requirements

MAIN RESPONSIBILITIES

Executive support for CEO and members of SMT

Provide full executive support to the Chief Executive and two members of SMT: the Director of Fundraising and Marketing and the Director of Operations. The Director of Finance and Corporate Services will need assistance with Board governance only.

This will include:

- Provide administrative support to the CEO in managing her diary, the organisation of meetings and the maintenance of confidential documents and files
- Providing support to the CEO in the prioritisation of her workload and responding appropriately and filtering requests on her behalf.
- Ensuring the CEO and SMT's diaries, daily activities, travel arrangements, expenses and all other logistics matters are effectively co-ordinated and managed.
- Anticipating SMT's needs and taking prompt action to fulfil commitments.
- Taking and typing up notes and action points from a range of working groups and committees including SMT meetings.
- Help to ensure the CEO and SMT are visible across the organization (possibly via an intranet area) through effective communications, in collaboration with the Communications Team.
- Preparing high quality presentational materials as needed.
- Supporting the development of key business processes and projects to ensure the smooth running of the organisation. Supporting preparation of information / reports on performance data, using spreadsheets and graphs as needed.
- Providing other administrative and project management support, including organisational event management support if needed.

Act as an ambassador for the CEO and support her in building relationships and setting up new systems as she leads the charity in her new role.

Be proactive, anticipating and solving problems to enable the CEO to focus on her priorities.

Administration of Board of Trustees and support for governance

Provide administrative support for the Board of Trustees and sub-committee meetings, including co-ordinating diaries, collation and distribution of reports, papers, writing and circulating minutes and the retention of records of meetings as part of the Trustees Information Resource. This will also include co-ordination of information and reports monitoring performance of the organization.

Assist the Director of Finance and Corporate Services and Chief Executive with the coordination of trustee induction, training and information sharing as needed.

Take responsibility for any *ad hoc* administrative and logistics support for the Chair and other Trustees as needed.

Champion governance and build relationships with the Board of trustees.

Administration of other charity meetings

Organise other charity meetings (including SMT meetings, quarterly Heads of Department meetings; bi-annual staff away-days), ensuring all meetings are well-planned and those staff facilitating agenda items have the help they need to run effective sessions.

Assist with preparing the agenda and presentation / materials, making sure the layout and equipment is available and sending out joining information etc.

Follow up on any actions and recommendations that come out of the meetings to ensure decisions are acted upon.

Manage circulation lists for the full range of management / decision making forums and link up with project teams as needed.

General

As part of the wider Corporate Services team, the Executive Assistant will take a lead in promoting a responsive, customer-centred service to staff as internal customers and may from time to time be allocated responsibility for answering the general phone line.

Be the first point of contact for external enquiries addressed to the CEO or SMT.

Act as an authoritative source of information (and a point of contact for staff and stakeholders) on the charity and its agreed plans and policies. The post-holder will need to be familiar with all aspects of Pancreatic Cancer UK's work and have a good understanding of the needs and circumstances of people affected by pancreatic cancer.

Take responsibility for liaising with a wide range of stakeholders and contacts at all levels, on behalf of the Chief Executive and / or SMT. This includes being proactive in managing the confidentiality of personal and sensitive information and exercising appropriate levels of discretion in relation to confidential management discussions and information.

Actively encourage and support the involvement of all levels of supporters in the charity.

Maintain confidentiality at all times regarding the affairs of the charity and its stakeholders and embed data protection principles and best practice in all aspect of your work.

Promote the charity's strategic objectives, targets and plans when the opportunity arises. Act as a role model for the values of the charity: Compassion, Determination, Pioneering, Integrity.

Person Specification

Criteria	Essential (E) Desirable (D)	Application (A) Interview (I) Test (T)
Qualifications		
Educated to degree level or relevant accredited skills training	D	A
Knowledge and understanding		
Understanding the needs of senior management of a charity and the role of trustees in charity governance	E	A, I
Understanding of key stakeholder relationship management and the need for the CEO and Directors to build relationships with them	E	I
Experience		
Experience of providing a full range of executive support to a Director, Senior Management Team and/or Board, ideally in a charity or non-profit organisation	E	A, I
Experience of working in a charity or non-profit organisation	E	A
Evidence of proactivity, setting up new systems and building relationships quickly across all stakeholder groups	E	I
Skills and competencies		
Ability to work on own initiative and with a proactive approach to ensure support for the needs of the Chief Executive and SMT are anticipated, prepared and provided in a timely fashion.	E	I
Excellent administrative and organisational skills, with high standards of computer literacy including key MS Office packages (Outlook, Word, Excel, Powerpoint)	E	A, T
Good written and numeracy skills with strong attention to detail	E	A, I, T
Excellent project planning and co-ordination skills, with the ability to plan and organise high level events, meetings and receptions.	E	I
Ability to prioritise and work well under pressure in a busy environment.	E	I, T
Ability to juggle tasks and hit tight deadlines but be flexible enough to cope with frequent last minute changes.	E	I
Personal qualities		
Excellent interpersonal skills and the ability to liaise effectively and confidently at all levels internal and externally, a real 'people' person who can reflect the friendly, approachable nature of the CEO and her Directors.	E	I
Proven ability to maintain confidentiality and discretion.	E	I
Energetic, flexible, responsive and a can do approach, taking on any task that needs doing.	E	I
Calm, unflappable and resourceful with the ability to focus on tasks and not be distracted.	E	I
Strong commitment to PCUK's' purpose and values (Compassion, Determination, Pioneering, Integrity) and ability to put them into practice, as well as a commitment to learning and development.	E	I
Comfortable working in an open plan office	E	I
Other requirements		
The post holder may on occasion be required to work outside core hours if required and/or attend occasional evening or weekend meetings for which time off in lieu will be given in accordance with our policy.	E	I

Main terms of employment

Reporting to:	Chief Executive
Salary:	£31,620 - £35,000 per annum
Band:	Manager
Location:	Vauxhall, London SE1
Hours:	Full-time, Monday to Friday; 35 hours per week, 9am to 5pm
Tenure:	Permanent
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
Holidays:	25 days per year, plus bank holidays. The holiday year runs from 1 April to 31 March.
Pension:	Eligible employees will be automatically enrolled into our Royal London pension scheme after three months. PCUK will contribute 4% of gross salary; employees are required to contribute 1% from 1 October 2017 and 3% from 1 October 2018. Employees can opt out of the scheme at any time.
Benefits:	We operate a government-approved childcare voucher scheme, offer travel loans for the purchase of an annual season ticket and a death in service benefit. All employees have access to our employee assistance programme offering a free, confidential helpline on work and personal matters

How to apply

1. Please submit a **CV with a Supporting Statement** to jobs@pancreaticcancer.org.uk.
2. Please complete the **Supporting Statement Template** we have provided, setting out how you meet the essential criteria marked A for application. If you meet the desirable criteria, you can refer to those too. For each criterion, you need to provide actual examples from your work experience, Please note that you are very unlikely to be shortlisted unless you prepare this Supporting Statement – a generic covering letter is unlikely to provide the information we need.
3. The **closing date** for submitting applications is **Tuesday, 16 January 2017 at 9am**.
4. **Interviews** will be held on **Monday, 22 January 2017**.
5. If you are invited to interview, you will need to bring an original document to prove your **right to work in the UK**. Details will be provided in the invitation.

