

Executive Support Team

Personal Assistant to the Chief of Service Delivery

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

Context:

Christians Against Poverty (CAP) is a national charity dedicated to helping people break free from debt, poverty, and their underlying causes by partnering with local churches. Service Delivery is our largest department with a wide range of services that serve our clients. The debt help service is a complex cornerstone of our work.

The Chief of Service Delivery's role includes a wide range of responsibilities, from the daily management of their department to charity-wide decision-making. This Executive Assistant position is designed to support the Chief in these tasks, handling both administrative duties

Purpose:

The Personal Assistant position provides advanced, highly efficient administrative and logistical support to ensure the smooth functioning of the offices of their senior leader. They undertake a variety of tasks to deliver the ongoing running of the Chief's day-to-day work.

This role is critical in enabling the Chief to focus their time and energy on areas where they can have the most impact, directly contributing to CAP's mission and success.

Personality:

We are professional, discreet, dedicated, passionate, and trustworthy. The ideal candidate is adaptable, proactive, and aims to provide exceptional support through strategic thinking and reliable problem-solving. You should be personable, friendly, and able to remain calm and professional in challenging situations.

Passion:

Our passion for the work of the charity and our individual departments leads us to serve our senior leader in a wide variety of ways, empowering and enabling them to focus their time and energy on the areas where they can have the most impact.

This role reports into the Senior Executive Assistant, although the Chief of Service Delivery will be involved in development and management conversations where appropriate.

Role:

Accountabilities:

Due to the flexible nature of the role, these accountabilities are inclusive of but not limited to supporting the Chief of Service Delivery in the following ways:

- Proactively manage the Chief of Service Delivery's calendar and schedule.
- Facilitate travel arrangements for the Chief.
- Provide administrative support, including organising the hosting of guests at Jubilee House.
- Handle incoming communications by responding or triaging to the appropriate individuals as needed.
- Organise department meetings and workshops.
- Process and reconcile expense reports and Chief's CAP Card statement.
- Handle sensitive and confidential information with discretion and professionalism.
- Assist the Chief of Service Delivery in the day-to-day running of their department, such as following up on action points from meetings, and ensuring Objectives and Key Results (OKRs) are up to date.
- Serve as the first point of contact for general inquiries, proactively resolving issues or directing them to the correct people when the Chief is unavailable.
- Assist the Chief in meeting all deadlines, including advance planning for materials like Trustee Papers.
- Prepare agendas and ensure resources and papers are ready for all meetings led by the Chief.
- Attend meetings on the Chief's behalf to take accurate notes and report back on discussions and actions.
- Act as a confidential sounding board to help the Chief process and solve problems.
- Provide support to other members of the Executive Team when their assistants are absent.
- When appropriate and necessary, have involvement with the administrative coordination of interviewing, hiring, and training staff.

Measurable outputs:

- Senior leader's calendar is prepared and accurate on a daily basis.
- External communications are responded to within a 1 working day.
- Internal communications are responded to within 1 working day.
- Papers for meetings are circulated at least three working days before each meeting, where possible.
- General queries are resolved within three working days where no senior leader involvement is required.
- All administrative tasks assigned by the senior leader are completed on time and to the expected standard.

Culture

- Clearly live out and embrace the cultural values of CAP.
- 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 with staff and fully engaged with our Christ-centred culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances.

Person:

Education:

- **Minimum:** A level education (or equivalent)
- **Desired:** Bachelor's degree or equivalent qualification.

Experience:

Essential

- At least 2 years of proven administrative experience , specifically supporting a senior leader or management team.
- Experience of having to work using your own initiative.
- Experience delivering good communication through a variety of methods.

Desirable

- Experience of working within a regulatory regime.
- Experience or knowledge of Google Suite.
- Experience in minute taking and note-taking for formal meetings.
- Experience in Event Management, Finance or Debt Management.

Skills/abilities:

- Excellent administrative and organisational skills.
- Ability to work accurately and pay attention to detail.
- Ability to prioritise time, tasks and attention effectively in a pressured environment.
- A confident and excellent communicator who promotes CAP's culture and values at all times.
- Highly responsible, discreet and loyal.
- Ability to remain calm and professional when communicating in challenging situations.
- High emotional intelligence and ability to understand the human factors involved in the role.
- A love for detail and excellence.
- Excellent initiative-taking skills.
- A confident and quick learner with a capacity for a complex workload.
- Personable and friendly.
- Highly adaptable.
- Naturally decisive and proactive.
- Able to hold a good balance between detail and the 'big picture'.
- Ability to develop and cultivate relationships with stakeholders, especially at more senior levels.

Christian commitment:

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values.
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

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

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

Date: 15 December 2025