

## **Executive Support Team**

# **Personal/Executive Assistant to the Chief Mission Officer and to the Finance Director and International Secretary**

*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:**

The Chief Mission Officer and the Director of Finance roles include a wide range of work, from the daily management of their departments to charity-wide decision-making and international involvement. This Personal Assistant position is designed to support the senior leaders in these tasks, handling administrative and logistical duties to ensure the smooth functioning of their offices. This role is critical in enabling the senior leaders to focus their time and energy on areas where they can have the most impact, directly contributing to CAP's mission and success.

### **Purpose:**

The Personal Assistant position provides highly efficient administrative and logistical support to deliver the ongoing running of the executive leaders' day-to-day work. They undertake a variety of tasks including calendar management, meeting preparation, and coordinating departmental communications. This role is also part of the International Office, a small team dedicated to coordinating the 'CAP International' community of America, Australia, Canada, Ireland, New Zealand and the UK.

### **Passion:**

Our passion for the work of the charity and our individual departments leads us to serve our executive leaders 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 both the Chief Mission Officer and Director of Finance 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/Director in the following ways:

- Proactively manage executive leaders' calendar and schedule.
- Facilitate travel arrangements.
- 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 CAP Card statements.
- Facilitate in the preparation of and send departmental communications.
- Facilitate in the planning and on-the-day logistics of department-wide meetings.
- Handle sensitive and confidential information with discretion and professionalism.
- Assist the executive leaders in the day-to-day running of their department, such as following up on action points from meetings.
- Provide support to the senior leader on the coordination across teams of annual planning and budget setting.
- Serve as the first point of contact for general inquiries, proactively resolving issues or directing them to the correct people when the Chief/Director is unavailable.
- Assist the Chief/Director 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/Director.
- Act as a confidential sounding board to help the Chief/Director 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.

**Specific responsibilities relating to the International Governance Council (IGC) and CAP International:**

- Coordination of the annual International calendar, including country meetings, brand communications, technology and IGC meetings; taking minutes and preparing agendas & reports where necessary
- Writing the quarterly CAP International update for the UK Board, using information provided by the CEOs of the countries as well as a broader understanding of the current situation in each CAP country
- Assisting the IGC Chair to arrange meetings, events and travel for CEOs, Board Chairs and consultants
- Supporting the organisation and running of the annual International Gatherings, which includes attendance and overnight stays when held in the UK
- Organising and assisting the creation of the annual CAP International budget and recharges

## Executive Assistant responsibilities that are in addition to the responsibilities of a Personal Assistant:

- **Strategic Representation:** Attending meetings on behalf of senior leaders to represent them and express their specific views and opinions.
- **Independent Research and Reporting:** Collating and reporting on data and research, including industry research, survey writing, and the interpretation of responses.
- **Formal Report Writing:** Researching and writing reports on various subjects and presenting these findings to wide audiences.
- **Project Leadership:** Taking the lead on specific projects as required by the senior leader or the department, rather than just providing administrative support for them.
- **Annual Report Oversight:** Full coordination of the Annual Report, which includes managing the project budget and liaising directly with external contractors.
- **Operational Decision-Making:** Personally resolving situations that arise when a Director is unavailable, or strategically drawing in the correct personnel to handle them.
- **Departmental Management Support:** Assisting with the day-to-day running of the department through managing rotas and ensuring Objectives and Key Results (OKRs) are kept up to date.
- **Strategic Problem Solving:** Acting as a discreet sounding board specifically to help senior leaders actively process and solve complex problems.
- **Recruitment and Training Authority:** Having direct involvement in interviewing and hiring staff, as well as providing training, rather than just handling the administrative coordination of these processes.
- **Financial Approval:** Approving purchase invoices and expenses on behalf of the senior leader when appropriate.

## Measurable outputs:

- Calendars are prepared and accurate on a daily basis.
- External communications are responded to within 1 working day.
- Internal communications are responded to within 1 working day.
- Travel planning complete 3 working days before a trip is due to commence
- Papers for meetings are circulated at least three working days before each meeting, where possible.
- General queries resolved where no senior leader involvement is required within 3 working days.
- 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)

### Experience:

#### Essential

- At least 2 years of proven administrative experience
- 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 in Event Management, Finance or Debt Management., Communications or Fundraising.
- Experience in minute taking or note-taking for formal meetings.
- Experience or knowledge of Google Suite.

### 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: 25 March 2026**