

# Executive Assistant

## Job Description

Date: September 2021

## Introduction

Thank you for considering this role at Fair4All Finance. As we continue our exciting growth plans in 2021 to deliver on our ambitious goals and refreshed strategy, we're looking for a highly skilled and experienced Executive Assistant to support our CEO and Leadership team. This job pack will give you insight about us, what it is like to work here, and the role along with the skills and experience we are looking for.

You will be joining a talented and driven team overseen by a committed and impressive board. [Our high calibre team](#) is drawn from a range of backgrounds spanning CEO, Partner and Director roles within Financial Services institutions through to leaders in impact investing and social purpose organisations. The reach and influence of our team makes this an exciting place to work and enables us to engage important stakeholders at the highest levels.

## About Fair4All Finance

**Fair4All Finance has been founded to increase the financial wellbeing of people in vulnerable circumstances by increasing access to fair, affordable and appropriate financial products and services.**

Fair4All Finance was established in 2019, in response to the government's commitment to allocate dormant assets money to financial inclusion initiatives.

**Our vision** is of a society where the long-term financial wellbeing of all people is supported by a fair and accessible financial sector.

**Our mission** is to increase the financial resilience of people in vulnerable circumstances by providing access to fair, affordable and appropriate financial products and services.

You can find further information on our latest activities and strategy in our most recent [newsletter](#).

## Our values

How we behave matters. These are the values we wish to uphold in all our interactions.

### Fair

We're impartial, open and rigorous in making sure our work has the right impact. We share a strong sense of fairness and we're determined to make the system work better for everyone.

### Inclusive

We value diversity and difference. We also recognise the financial system has a disproportionate impact on those excluded, so we'll work doubly hard to ensure their voices and insights are reflected in our team and inform our work.

### Bold

The problems we're tackling require bold solutions and we won't shy away from being radical. We're prepared to take considered risks in order to make a difference.

### Compassionate

We believe in treating everyone with dignity and respect, and we work with empathy to consider the needs of everyone we interact with. We take care in communicating the hard choices we'll inevitably have to make.

### Collaborative

We know we can't change the system on our own and we don't have all the answers. So we work in partnership with inspiring organisations as together we're stronger.

## Our Benefits

We know that thoughtful and progressive treatment of people in their work creates mutually positive benefits. To deliver on our ground-breaking work we need to have a team that can deliver outstanding work and our benefits strategy supports this goal.

We created a benefits package that enables a culture where people thrive, to:

- enable people to manage their time to maintain a healthy balance with a focus on outcomes rather than hours
- provide support for people to sustain their financial, physical, and mental health
- enable people at different life stages to support those they care for and give back to their communities

### Financial security

We believe that our financial benefits offering should enhance people's financial wellbeing and resilience. We want to encourage a savings habit, provide income resilience to cover life shocks or life events such as family or caring responsibilities and retirement.

Benefit	Details
Pension	A competitive contributory pension, with employer contribution matching 2:1 (up to 12% employer contribution)
Insurance policies	Life assurance, critical illness, and income protection to give you reassurance for any unforeseen ill health problems and to look after your family's financial future
Loan	Payroll savings and interest free cost spreading loans to smooth any lump payments and give financial reassurance
Family leave	Enhanced and equalised maternity, shared parental and adoption leave and enhanced paternity leave

### Health and wellbeing

We want to ensure that our team can easily access everyday healthcare for mental and physical health and at a low personal cost. We encourage and support our people to proactively manage their health. Our health cash plan also covers your dependents and an option to add other members.

Benefit	Details
Health care cash plan	Reimbursement for everyday health costs such as eye care, dental and physiotherapy in addition to a range of alternative treatments such as acupuncture and access to X-Rays and consultations
Fitness and exercise	Access to discounted gym membership, health assessments and NHS approved app to support mental and physical health
Health and legal advice	24-hour confidential telephone help line for financial, health or legal advice
GP and prescriptions	24-hour access to a GP with a prescription service
Counselling	8 face to face counselling sessions

### Holidays

Taking appropriate time off to recuperate and balance is a key part of our health and wellbeing strategy. Everyone is entitled to the same amount of enhanced company holiday regardless of their role or length of service.

Benefit	Details
Holiday allowance	27 days holiday plus bank holidays (pro rata)
Additional holiday	Buy up to 10 days additional holiday (pro rata)

## Agile working

We recognise the importance of having a great balance between home and work responsibilities, so we do everything we can to support flexible working. Flexible working arrangements are something that we discuss collaboratively before any arrangements are agreed by your manager.

Benefit	Detail
Flexible arrangements	Informal flexible or hybrid remote/home and office working Informal flexible arrangement around core hours of 10.00am – 4.00pm Formal compressed or part time hours including 4-day week and 9-day fortnight
Moments that matter	Time off to care for dependants IVF and family planning

## Reflection, learning and development

We are invested in your learning and development, and we expect you to be too. Our approach reflects what we know to be most effective, and we've adopted a 70:20:10 approach. 10% of our learning will be formal learning, 20% through coaching and independent learning and 70% through application in our roles. We also set aside 2 days a month as a team, to create space for reading and reflection.

# Executive assistant

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<b>Location</b>	London - with flexible options for hybrid working, splitting time between remote/home working and the London office
<b>Accountable to</b>	CEO and Leadership team; people manager is Operations Manager
<b>Terms</b>	Part time, minimum 30 hours per week or full-time, options for flexible working or job share  Salary: £35,000 to £38,000 (full time equivalent) per year, depending on experience  All applicants must have an existing Right to Work in the UK

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## Role purpose

We are looking for a dynamic, experienced, and efficient Executive Assistant to join our team to support the CEO and Leadership Team. Our CEO Sacha Romanovitch is an inspiring leader who is guiding work to deliver Fair4All Finance's ambitious strategy to support the financial wellbeing of people in vulnerable circumstances. You will work closely with the CEO and Leadership team, and will collaborate with the Team Assistant and Operations team to deliver wider organisational support.

We are a small organisation and punch above our size in our engagement with high level stakeholders to deliver our ambitious strategy to effect real change for people in vulnerable circumstances. We work at a fast pace and are experimenting with how we need to be as an organisation to model the change we are trying to create.

The nature of our engagement with business and government means that agendas and immediate priorities can change at short notice. You will need to be comfortable engaging with senior business and government officials and have the ability to produce highly professional written communications and PowerPoint presentations. We are often working in ambiguity, so you need to enjoy and thrive in an environment where carefully laid plans have to be rearranged at short notice.

It is important that the Leadership team can balance their time between meetings with external stakeholders for purposeful and impactful interactions and focus time to deliver on our priorities. It is therefore critical in this role to have the ability to understand our priorities and manage multiple demands on the team's time to help them achieve a sustainable working pattern and focus on where they can make the most difference.

This role is a fantastic opportunity for an experienced Executive Assistant who is ready to take the next step in their career. As the sole Executive Assistant in the team, you will have independence and the opportunity to initiate systems and working practices to support the team to do their best work.

## How we operate

The team are working in a hybrid manner, balancing time in our London office with remote working. Our time in the office is earmarked for collaboration with colleagues and external stakeholders and we work from home when we need to focus on specific pieces of work. This way of working has developed through the Covid-19 pandemic and we are experimenting with how we balance in person and online working to deliver our mission, sustainable working patterns, keeping our people safe.

## Your responsibilities

**In this role your focus will likely be split across some key areas of work:**

- Stakeholder management
- Diary planning and management
- Meeting preparation and follow up
- Presentation and webinar support
- Wider administration to support us in focusing on what matters most

### **CEO Support – 40% of time**

- Support our CEO in all aspects of her role, helping to manage time, correspondence, tasks and priorities, ensuring commitments outside of her direct role are accommodated
- Plan and co-ordinate meetings to ensure meetings are purposeful and relevant. Ensure she is fully prepared for meetings, with clarity on who is attending and what is expected by way of outcome
- Ensure prompt follow-up with agreed action points and follow through ongoing delivery on commitments
- Assist the CEO with the preparation of PowerPoint presentations and other presentational and engagement tools such as Mural and Miro boards
- Monitor CEO inbox to ensure emails are acknowledged and prioritised

### **Leadership team support – 30% of time**

- Support Executive Director and Leadership team with coordinating multistakeholder meetings, liaising with internal and external stakeholders
- Collaborate with the Company Secretary, Chair and their EA to coordinate governance meetings and deadlines with Company Secretary and keep team members updated with changes to support timely review of papers and decision making
- Support the planning and delivery of the AGM
- Provide general administrative services including diary management, booking meetings, planning events, organising travel and preparing travel itineraries
- Ensuring delegated approval process runs smoothly

### **Wider Team Support – 20% of time**

- Attend team meetings and circulate actions
- Keep team diaries updated with annual bank holidays, team meetings, board meetings and huddles, reset and reflection days and other organisation wide activities

- Maintain records in line with internal policies and procedures, including updating stakeholder information in the CRM
- Support Team Assistant learning and development
- Support the Operations team with tasks in line with role responsibilities

**Other responsibilities** - 10% of time

- Attend Operations team and all team meetings and learning sessions
- Overseeing technology of monthly team meetings (screensharing, managing breakout rooms)
- Support and arrange key external meetings and webinars including online events, venues and catering

## Person specification

**Essential experience and capabilities include:**

To be successful you will need:

- Passion for our mission to increase the financial resilience of people in vulnerable circumstances
- Experience providing support to CEO and executive leadership teams
- Excellent time management and organisational skills with the ability to understand the strategic context of your work and use that to help prioritise
- Proficiency in taking concise minutes and circulating action points
- Confidence in using Microsoft Outlook (our primary means of communicating externally) and MS Teams (our primary means of communicating internally)
- Confidence in using Microsoft Office 365, including high proficiency in PowerPoint and Word. You'll be quick learner with new software and tools and using technology to spend time where we add most value
- Confidence with working virtually and using technology to ensure the smooth running of the CEO's diary
- Excellent written and verbal communication skills and an ability to build rapport, put people at their ease and sustain productive relationships
- First-rate stakeholder management skills – both internal and external
- A pro-active attitude and problem-solving mentality combined with a keen eye for detail

**Desirable experience and capabilities include:**

It would be great if you also:

- Are confident using Microsoft Excel and Microsoft Dynamics

**Personal characteristics:**

You will:

- Be dynamic with a strong eye for detail
- An excellent communicator and adept at presenting information in a concise and relevant manner
- Flexible and adaptable and responsive to working in changing environment
- One step ahead of what is coming next and juggling priorities accordingly
- Confident interacting with CEOs and key senior stakeholders including using your influencing skills to ensure senior stakeholders accept meeting requests
- Able to deal with sensitive issues and to demonstrate confidentiality
- Able to make judgments about what is important, consult appropriately and to have the confidence to manage others expectations
- Have interest in and commitment to continued learning and development, of self and others in the team

## Terms of employment

All applicants must have an existing Right to Work in the UK.

**Fair4All Finance is committed to being a diverse organisation that is truly representative of the people and communities we serve.** We are an equal opportunities employer with an inclusive environment where different experiences, expertise and perspectives are valued, where everyone is encouraged to grow and develop and all team members can contribute to their fullest potential.

Applications are welcome from people of any age, sex, gender identity, disability, marriage or civil partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status or social economic background. We are determined to ensure that all team members and applicants receive fair and equitable treatment or are not disadvantaged by any inappropriate conditions or requirements being placed on them.

When we are recruiting, we actively seek to reach a diverse pool of candidates. We are happy to consider any reasonable adjustments that potential team member may need to be successful. We recognise the importance of a good balance between work and home life, so we do everything we reasonably can to accommodate flexible working.

## Applications

- Please apply through **BeApplied** by Tuesday 12<sup>th</sup> October at 9:30am

After the job advert closes, your answers will go through a sift process: randomising and anonymising answers to take out individual information that could add biases into hiring decisions. This enables application reviewers to review each answer objectively. People scoring the applications will not have seen your CV at this stage of the process so please try your best to answer questions with specific examples and without simply rephrasing your CV, which they will review later in the recruitment process.

All Fair4All Finance team members are currently working in a hybrid manner, balancing working from home and in the office. We will be as flexible as possible in light of any COVID-19 priorities and challenges which you may be facing.