

# Job Description

**Job Title:** Executive Assistant for Income Generation

**Responsible to:** Director of Income Generation

**Job Purpose:**

To provide efficient administrative support to the Director of Income Generation and Senior Fundraising Leadership Team, working closely with the other Executive Assistants in the delivery of the Acorns strategy

**Main Duties:**

- > Manage electronic diaries for the Executive Director and Associate Directors, including meeting coordination and venue bookings.
- > Conduct weekly check-ins with the Director to optimise the diary, workflows and suggest improvements.
- > Coordinate team meetings and agendas for collaborative working days, and Away Days with the Income Generation SLT.
- > Administrate quarterly governance meetings, including Fundraising and Marketing Committee and Retail Assurance Committee, pulling together multi-faceted board papers and minute taking in collaboration with the Director.
- > Organise travel and accommodation arrangements for the Director and Income Generation (IG) SLT.
- > Manage and prioritise incoming and outgoing correspondence across digital and paper formats for the Director of IG
- > Regularly format reports and presentations and proofread content for the Director and IG SLT.
- > Be a super user for our CRM system (Donorfy) and oversee the collation of data around monthly dashboards, KPIs, and reporting on behalf of the Director.
- > Drive digital innovation by identifying and implementing technology solutions that streamline workflows and enhance efficiency.
- > Lead our project management approach across the directorate – work with project leads to ensure information on systems is accurate and reflects the live project status and challenges.
- > Be digital champion – leading onboarding for new systems and tools across income generation.
- > Manage shared cloud folders and ensure compliance documentation is current.
- > Support new initiatives from set up to delivery and reporting, overseeing the collation of management of information for the IG SLT.
- > Contribute to team meetings and office process improvements.
- > Assist with recruitment processes and liaise with People Team.
- > Manage financial administration and expenses for IG SLT.
- > Support special projects and event delivery – taking a lead on Executive, Trustee and key Stakeholder briefing collation.
- > Work with the other EAs to ensure the Executive Team information flows, travel and meetings are managed efficiently.
- > Oversee business operations for the directorate when logistical arrangements are required, particularly around post, printing and maintaining office spaces.
- > Maintain confidentiality and uphold organisational values.

## Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It is everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

## Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

## Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

## Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

## Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

## Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the

Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

#### **Other Duties:**

- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To be an active team player, supporting across the Partnerships Team as well as the wider Income Generation Directorate and whole of Acorns.
- > To raise awareness about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support.
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
- > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
- > Champion diversity and ensure inclusive engagement.
- > To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

## Person Specification: Executive Assistant for Income Generation

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>&gt; A-Level or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; PRINCE 2 or equivalent project management</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>&gt; Administration experience at a senior level.</li> <li>&gt; Experience of working with senior teams to coordinate tasks and timelines.</li> <li>&gt; Experience of project management and the ability to simultaneously manage a wide range of projects.</li> <li>&gt; Digitally fluent – confident navigating new platforms and tools, and eager to champion their use across the team.</li> <li>&gt; Experience of coordinating complex projects and large scale meetings.</li> <li>&gt; Experience of booking travel and overseeing venue management and logistics.</li> <li>&gt; Experience of report writing and deploying different styles of writing and communications for different audiences.</li> <li>&gt; Experience in using databases including inputting, retrieving data and running reports.</li> <li>&gt; Familiarity with working in a hybrid approach and ability to maintain communications remotely.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Experience of board reporting and governance process.</li> <li>&gt; Understanding of risk management.</li> <li>&gt; Experience of event management – particularly senior stakeholder/VIP events.</li> </ul>
<b>Knowledge, Skills and Abilities</b>	<ul style="list-style-type: none"> <li>&gt; Excellent organisational skills.</li> <li>&gt; High levels of attention to detail.</li> <li>&gt; Excellent time management and organisational skills with the ability to prioritise work, handle conflicting demands and meet tight deadlines.</li> <li>&gt; Digitally confident with IT Skills in MS office and CRM databases as a minimum.</li> <li>&gt; Commercial awareness and confidence with budgets and numbers in reports.</li> <li>&gt; Minute taking.</li> <li>&gt; Ability to work as part of a team.</li> <li>&gt; Leading with a curious mindset and proactive approach.</li> <li>&gt; To quickly identify opportunities for continuous improvement both personally and in your work.</li> <li>&gt; Excellent written and verbal communications.</li> <li>&gt; Ability to build good internal and external relationships.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Knowledge of fundraising compliance.</li> <li>&gt; Knowledge of retail environments.</li> <li>&gt; Awareness of the hospice sector and cause.</li> </ul>
<b>Digital Tools</b>	<ul style="list-style-type: none"> <li>&gt; Asana or other Project Management software</li> <li>&gt; Microsoft 365 (Outlook, Teams, Excel, Word, PPT)</li> <li>&gt; CRM Systems (e.g., Salesforce or equivalent)</li> <li>&gt; Shared cloud storage (e.g., OneDrive, SharePoint)</li> <li>&gt; Canva or other creative tools.</li> <li>&gt; Dot Digital, Mail Chip or similar email tools.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Social media scheduling and posting</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>&gt; Passionate and committed to Acorns mission and values</li> <li>&gt; Willingness to work outside agreed hours on a regular basis.</li> <li>&gt; A willingness and ability to travel independently throughout the organisation and to meetings, presentations, and events.</li> <li>&gt; Willingness to train and learn new skills.</li> </ul>	

	<b>Essential</b>	<b>Desirable</b>
<b>Behaviours</b>	<ul style="list-style-type: none"><li>&gt; Build collaborative relationships across the organisation, creating a culture of cross function working.</li><li>&gt; Positive, enthusiastic approach &amp; can-do attitude.</li><li>&gt; Curious, always seeking to understand and improve experience of customers.</li><li>&gt; Open to change and continuous improvement.</li><li>&gt; Innovative mindset and passionate about learning.</li><li>&gt; Commitment to the Acorns strategy &amp; its success.</li><li>&gt; Driven in your approach to strive for excellence and build lasting partnerships for Acorns.</li></ul>	

## Terms and Conditions of Employment

**Job Title:**

Executive Assistant for Income Generation

**Responsible To:**

Director of Income Generation

**Location:**

Nearest Acorns Hospice (Birmingham, Walsall or Worcester)

**Salary:**

£38,000 per annum

**Notice:**

8 weeks

**Hours:**

37.5 hours per week

**Holidays:**

27 days plus statutory bank holidays

**Pension:**

Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).

**Life Assurance:**

Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.