Executive Assistant to the Chief Executive



About the Team and the Role

Business support colleagues at Mencap are organised and dependable people, driven by organisational priorities. Often working behind the scenes, they have a significant impact on the people we are here to serve. As Executive Assistant to the Chief Executive, you will work directly with the Head of Chief Executive's Office, taking ownership of the Chief Executive's business needs and working alongside, rather than for, them. You will anticipate needs, resolve operational and administrative issues before they arise, and help the Chief Executive stay focused on delivering Mencap 2030, our strategy for people with a learning disability to live their lives to the full.

Who you will work with

You will work with the Head of Chief Executive's Office; Executive directors, Trustees and the leadership team; colleagues across Mencap; MPs and local and national government personnel; and supporters and contacts from the wider sector.

Our values in this role

Be passionate about improving the lives of people with a learning disability and learning how to improve your work. Be inclusive by engaging the whole Mencap community, ensuring all voices are heard and different views are listened to. Be brave by encouraging big ideas, testing things out and learning from mistakes. Be positive by supporting colleagues to share ideas and have honest, open conversations about what could be better.

Be kind and considerate in every interaction, calling out unkind behaviour so people feel it is a safe place to work.

What you will do

- Oversee the Chief Executive's busy and ever-changing diary, prioritising meetings and scheduling time for reading, thinking and preparation, ensuring their priorities and time are aligned with Mencap 2030.
- Role model empowered working, applying critical thinking and problem-solving strategies to address issues quickly and making decisions on behalf of the Chief Executive when necessary.
- Work with absolute discretion to ensure the Chief Executive has everything they need to be an effective and visible leader.
- Build strong partnerships across teams and directorates, working closely with the Executive team to support the Chief Executive to do their job well.
- Lead agreed pieces of work and oversee projects, delivering all objectives to a high standard and on time.
- Establish and maintain procedures for the efficient running of the Chief Executive's Office, updating and streamlining administrative processes and workflows as needed.
- Be visible across directorates and attend meetings where necessary, as agreed with the Head of Chief Executive's Office.
- Role model excellence standards as a member of the Executive Support Team

What you will bring to the role (Essentials)

- A passion for supporting people and working as part of a team, with a commitment to improving the lives of people with a learning disability, living Mencap's values and improving equity, diversity and inclusion within Mencap.
- Extensive experience in a similar role, including providing strategic oversight of Executive or senior leader priorities.
- Experience of working within the charity sector, with people with a learning disability, or a willingness to learn more.
- An organised, structured and methodical approach, with attention to detail and the ability to manage multiple tasks and events, change direction quickly and reprioritise as needed.

- Excellent communication, drafting, writing and research skills, with the ability to interact with a wide range of people individually and in meetings on behalf of Directors, tailoring communications to internal and external audiences.
- Proven project management skills, including organising meetings and other key events.
- A willingness to take minutes and manage actions arising from key meetings involving the Executive.
- Integrity, professionalism and the ability to build positive, collaborative working relationships across Mencap.
- Strong business and commercial acumen, with experience of financial administration and managing budgets.
- The ability to work autonomously, using initiative and drive to deal with unexpected situations and last-minute changes in a dynamic organisation.
- Resilience and flexibility in a fast-paced, high-profile environment, with a commitment to continuous improvement in your own area of responsibility and a willingness to learn, grow and change.
- Confidence using MS Teams, SharePoint, PowerPoint and other systems to produce documents and presentations in collaboration with the Executive.
- Experience of managing diaries, correspondence and telephone calls.
- Experience of being the first point of contact for key stakeholders.

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.

"This isn't just a job - it's a chance to help change the lives of people with a learning disability and their families. If you're passionate about making a difference, join Mencap in building a more inclusive future."

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.