

## RNRMC Job Description

Job title		Responsible to
EA to the CEO		Chief Executive Officer
Department	Post Number	Date Reviewed
CEO/Operations	1085	28/10/2024

### About the Royal Navy & Royal Marines Charity

RNRMC is the Navy's principal charity which exists to support every sailor, marine and their families, for life. We do this by offering grants to and working with, other organisations to deliver programmes that meet the needs of our beneficiaries. We work hard, engaging with supporters to help raise awareness and funds to deliver the outcomes required for today and tomorrow.

### Values

In all your dealings, you will be expected to abide by the values of the charity and act as a role model both internally and externally. The values are:

<b>Beneficiary focused</b>	We will use the best evidence available to achieve maximum impact on the lives and morale of those who serve today, or who have ever served, and their families.
<b>Integrity</b>	We will act with honesty and transparency in all our activities.
<b>Commitment</b>	We will demonstrate the highest ambition and commitment for our cause
<b>Inclusiveness</b>	We will recognise and celebrate diversity in the sector
<b>Teamwork</b>	We will always behave in a way that strengthens the sector

### Job Summary

The EA to the Chief Executive Officer will provide proactive and comprehensive support to the CEO including executive, administrative and organisational support. Importantly, the role will require the incumbent to see the bigger picture and thereby provide the CEO with insightful and relevant advice on all aspects of the charity's operation. A key aspect of the role is to represent the CEO personally and especially with key stakeholders, maintaining absolute confidentiality. Although the role is primarily acting in support of the CEO, the postholder has a vital liaison function with the COO to ensure the CEO's diary, workload and focus is aligned with the Senior Leadership Team and the remainder of the charity.

You will have experience of being an executive assistant, including support to C-level executives, and be comfortable working within a leadership team. You will possess exceptional verbal and written communication skills, with impeccable attention to detail. Most importantly, you will be emotionally intelligent and charming, with the ability and skills to quickly build relationships with diverse groups of people, including Board members, senior executives, staff, beneficiaries, donors and external stakeholders. You will build and develop trust and rapport and have the intuition to leverage off these relationships for the benefit of the charity. You will have the ability to inspire trust and loyalty and gain the complete confidence of the CEO.

You will demonstrate a high degree of professionalism in all your dealings, be trustworthy with the ability to maintain a high level of integrity and discretion in handling confidential matters. You will have the ability to work autonomously, completing a high volume of tasks with minimal guidance and supervision along with the agility to switch gears at short notice, responding with the appropriate level of urgency to situations and demands with repose.

The RNRMC operates a hybrid working framework involving the opportunity to work from home and in the RNRMC offices. There will be a small number of roles where employees will be required to work only from our offices, but typically the majority of employees will be able to work remotely on average 40% of their working week. All employees are welcome to use our office for their whole working week if that is their preference.

## **Responsibilities and Duties**

### **Executive Support to the CEO**

- Serve as the primary point of contact on all matters relating to the CEO, including those of a highly confidential or critical nature. Prioritise and determine appropriate course of action, referral, or response, exercising judgement to reflect CEO's style.
- Work closely with the CEO acting as their ambassador and personal representative as required and with complete confidence
- Keep the CEO well informed of upcoming commitments and responsibilities, following up appropriately, and adjusting the programme as necessary to maximise the CEO's time and resources
- Act as a "barometer," having a sense for the issues taking place in the Charity, keeping the CEO updated and providing them with insightful advice, as well as keeping the COO informed at all times.
- Act as a sounding board for the CEO in all matters relating to the charity, maintaining absolute confidence at all times.
- Anticipate CEO's needs in advance of meetings, conferences, etc.
- Be the "gatekeeper" and "gateway" role, providing a bridge for smooth communication between the CEO and staff, maintaining credibility, trust, and support with the Senior Leadership Team (SLT).
- Provide the key link between the CEO and the Chair of Trustees and other Board members.
- Work effectively with senior level staff and across all departments, fostering confidentiality and building trust with all stakeholders through effective management of relationships.
- Work closely with the Chief Operating Officer (COO) to ensure the CEO's programme and priorities are aligned with the Senior Leadership Team and the broader charity, and that the COO is as informed as the CEO.
- Provide executive direction, input and support, overseeing special projects and steering groups on behalf of the CEO. Effective reporting back to the CEO. Coordinate (and if necessary, supervise) efforts of various parties to ensure completion of key tasks and actions.
- Communicate on behalf of the CEO on initiatives as directed.
- Meet and greet the CEO's visitors.
- Co-ordinate all the CEO's travel arrangements and the Chairman's where required
- Support the CEO with the Delivery Programme, reviewing KPI's, compiling reports etc. and updating the CEO on progress.
- Be responsible for ensuring the Monthly and Bi-Annual team meetings are scheduled and planned.
- Organise and coordinate executive outreach and external engagement, following up on contacts made by the CEO to cultivate ongoing relationship.

- Be responsible for the management and coordination of the external visit programme including AF Parliamentary scheme, Royal Navy led events etc. to ensure optimisation of the CEOs time and availability
- Involvement and where required act as lead of CEO led annual events such as Charity Briefing Suppers, liaising with Fundraising and Corporate Partnerships as required.
- Respond to CEO invitations, managing and coordinating alternative attendees as needed.

### **Administrative Support**

- Complete a broad variety of administrative tasks that facilitate the CEO's ability to effectively lead the Charity. Maintain executive areas on MS365, ensuring they remain secure.
- Provide extensive diary management and itinerary preparation: prioritise inquiries and requests and trouble-shoot conflicts of the CEO's and Chairman's diary; make judgements and recommendations to ensure the smooth day-to-day running of internal and external meetings, Board meetings, sub-committee meetings and, when required, some personal meetings and appointments.
- Arrange, handle and coordinate logistics for all meetings.
- Design and produce reports and presentations.
- Collate and provide all papers required ahead of events and meetings, ensuring that any speeches/briefs are provided in good time: liaising with staff and external parties: provide meeting briefings for the CEO.
- Maintain contact lists, utilising CRM database as needed.
- Collate and submit monthly expenses; raise and process purchase orders, invoices, subscriptions, credit card statements and any other purchases.
- Compose and prepare correspondence on behalf of the Chief Executive; proof-read correspondence and other documentation submitted for the CEO.
- Support the Chief Executive with email management.
- Provide secretariat support for SLT meetings and other meetings as required.
- Operate an efficient and effective document control and retrieval bring-forward system.

### **Maintaining Confidentiality**

- Handle sensitive information and be fully mindful of the impact of such material or information.
- Assist with actions requiring the processing of personal or sensitive data as and when required.
- Be acutely aware of items that are commercially sensitive.
- Be alert to and deal sensitively with any issues of a personal and private nature either in relation to management, staff, volunteers, members or other stakeholders.
- Maintain confidential files and contact information in line with data protection regulations and expectations.

### **Other Support**

- Be the primary point of contact to the Chair of Trustees, President and Honorary Officers and their Outer Offices in relation to their attendance at events or meetings, ensuring the timely receipt of any materials.
- Ensure the Chair of Trustees and President are aware of any key dates.

### **Other**

- Act as a champion, displaying model behaviours and professionalism in company values.
- Rigorously follow organisational Safeguarding, Risk Management and Health and Safety policy and procedures

- Be a brand ambassador for the Royal Navy and Royal Marines Charity and be able to ‘sell’ and support the charity to external audiences.
- Support the RNRMC in seeking ways to continuously improve.

**Team**

- Adopt an ‘in it together’ team attitude, taking personal responsibility for fostering good working relationships amongst colleagues within the department and across the charity.
- Support the department in inducting new staff members and in developing colleagues.
- Support the department in seeking ways to continuously improve.

**Self-Development**

- Take responsibility for your own professional development, seeking advice from others for career-based matters.
- Fully participate in the annual Professional Development Review process and one to ones as required.
- Attend training sessions as and when required to ensure compliance with Health & Safety, Safeguarding, RNRMC Policies and procedures or other training programmes as directed.

This description is not intended to establish a total definition of the job, only an outline of the duties involved. You will be expected to carry out any other duties commensurate with the level of the post and which may reasonably be required by the Charity.

RNRMC may amend an employee’s duties and responsibilities from time to time and may require you to undertake other duties and responsibilities as are necessary to meet the needs of the Charity.

<b>Person Specification</b> Evaluation Key: APP = Application    AR = Application Review    SA = Skills Assessment    IV = Interview			
<b>Education &amp; Professional Qualifications</b>	<b>How Evaluated</b>	<b>Essential</b>	<b>Desirable</b>
Educated to A Level standard or equivalent	APP	√	
Educated to Degree level or significant experience in equivalent role(s)	APP		√
Relevant professional qualification	APP		√
<b>Experience</b>			
Previous executive support experience, including supporting C-level executives	APP	√	
Experience assimilating and acting on complex information	AR / IV	√	
Experience of handling confidential and sensitive information and acting as appropriate	AR / IV	√	
Non-profit board level experience	APP		√
<b>Knowledge</b>			
Computer literate; Highly competent and proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, PowerPoint, Excel	APP/SA	√	
Knowledge of the charity of military sector	APP	√	
<b>Skills and Aptitudes</b>			
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector	APP/AR/IV	√	
Self-motivated with ability to use initiative and make decisions within own area of responsibility, working with minimum supervision and direction	AR/IV	√	
Ability to deal with a range of complex and/or highly sensitive subjects that may be complex, conflicting, sensitive or of a confidential nature.	AR/IV	√	
Effective team player who is able to make a positive contribution to the team and the wider charity.	AR/IV	√	
Demonstrates highly effective organisational and administration skills	IV/SA	√	
Ability to prioritise, manage a busy and unpredictable workload, multitasking whilst managing to meet deadlines	IV/SA	√	
Ability to work collaboratively with others and effectively as a team	AR/IV	√	
Demonstrates patience and the ability to remain calm even in a challenging or pressurised situation	IV	√	
Demonstrates excellent interpersonal skills, with the ability to be tactful, diplomatic and respond appropriately in sensitive situations	APP/AR/IV	√	
Possesses the ability to communicate in a professional manner orally and in writing	APP/AR/IV	√	
Demonstrates the ability to work with high levels of confidentiality, acting with discretion	IV	√	
Is flexible and adaptable to the demands of the role	AR/IV	√	
Works in a methodical and systematic manner	IV/SA	√	
Demonstrates high levels of accuracy and attention to detail	SA	√	
Possess the right to work in the UK	APP	√	

### Outline of Main Terms, Conditions & Benefits

<b>Job Title</b>	<b>EA to the CEO</b>
<b>Post Number</b>	1085
<b>Employee Name</b>	Vacancy
<b>Issue Date</b>	12/11/2024
<b>Start Date</b>	01/01/2025
<b>Location</b>	Building 37, HMS EXCELLENT, Whale Island, Portsmouth, PO2 8ER

#### Contract Details

<b>Appointment Type</b>	Permanent - Full Time
<b>Holiday Rule</b>	Rule Number 1
<b>Contract</b>	C1

#### Probationary Period

For new starters 6 months. Reviews will be held at 1 month, 2 months and 4 months, with a final review held at 6 months.

<b>End of Probation</b>	On / around 6 months from start date
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#### Notice

Both employer and employee may terminate the appointment by giving the other not less than one month's notice in writing.

#### Remuneration

<b>Annual Salary</b>	Dependent upon experience
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#### Pay Method

Salary will be paid in 12 equal monthly instalments by BACS transfer into the nominated bank or building society account on or around the 21<sup>st</sup> of the month.

#### Hours of Work

09:00am to 5:00pm, Monday to Friday, which is equivalent to 35 hours per week excluding an unpaid break of 1 hour per day.

Hybrid working is offered 60/40, with designated in-office team days.

This may be subject to change according to operational needs.

#### Weekly Work Pattern

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total
<b>Start Time</b>	09:00	09:00	09:00	09:00	09:00			
<b>AM Break</b>								
<b>Lunch</b>	1 hour	1 hour	1 hour	1 hour	1 hour			
<b>PM Break</b>								
<b>Finish</b>	17:00	17:00	17:00	17:00	17:00			
<b>Total hrs</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>			<b>35</b>

<b>FTE</b>	1.00
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#### Overtime

A certain degree of flexibility of hours is required for cover and to meet the operational requirements of the department. Due to the nature of your position with the RNRMC you may be asked to work any additional hours that are reasonably required to fulfil the responsibilities of your job without additional remuneration.

**Holiday Entitlement per Annum**

The RNRMC holiday year runs from 1 January to 31 December. The annual holiday entitlement is 6 working weeks in every full holiday year (which equates to 30 days if you work a 5-day week).

In addition to the above, you are entitled to the recognised bank and public holidays in every full holiday year. Bank and public holidays for part-time employees are calculated on a pro-rata basis

The RNRMC traditionally closes the offices between Christmas and New Year and up to 4 days of your annual entitlement will be reserved / automatically assigned by RNRMC each year to cover this period of closure.

**Other****Driving Licence**

A driving licence is required of the role to support business activities. A pool car is available.

**Absence**

If you are absent from work, in addition to Statutory Sick Pay (SSP), which is included in any sickness payments made to you by the Charity, the RNRMC operates a discretionary Charity Sick Pay Scheme, which differentiates between short and long-term absence.

**Pension Scheme**

In accordance with the Pensions Regulations 2013, eligible job holders will be automatically enrolled into the Occupational Pension Scheme with Standard Life

**Medical**

The post holder will be required to complete a medical declaration at the start of employment and, should the RNRMC require it, undergo a medical examination during their probation period by an Occupational Health Practitioner at the RNRMC's expense

**Other Employment**

The individual is not permitted to undertake any work outside of the RNRMC without prior consent from the RNRMC; all requests should be submitted to HR in the first instance who will seek the relevant approvals from the CEO.

**Security Vetting**

Due to the RNRMC being located on Ministry of Defence property you will be required to undertake Ministry of Defence Security Vetting. Your employment with the RNRMC, and continued employment, is strictly conditional upon the receipt of a satisfactory security clearance which is reviewed every 5 years.

**Discretionary Non-contractual Benefits**

Free on-site parking

Hybrid working - 60% in office and 40% home working

BHN Salary Extras Discount and Cycle to Work Scheme

Free Access to HMS Excellent Fitness Centre

Employee Assistance Programme through Health Assured

Life Assurance (after one year's qualifying service)

Private Healthcare Scheme (after one year's qualifying period)

Standard Life Non-contributory Pension Scheme (7% contribution after 3 months qualifying period)

Enhanced Maternity Leave Package (after 2 year's qualifying period)

3 months Sabbatical Leave - unpaid (after 5 year's qualifying period)