

Join our team!

Executive Assistant



**St Vincent's
Hospice**

the little hospice with the big heart





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Executive Assistant

Reporting to

Chief Executive Officer

Salary

£30,000 per annum

Hours

37.5 hours per week

Status

Permanent (3-month probation)

Holidays

27 days plus 8 public holidays

Location

St Vincent's Hospice
Midton Road, Howwood, PA9 1AF

The Executive & Governance Assistant plays an important role at the heart of St Vincent's Hospice, providing high-quality, proactive, and confidential support to the Chief Executive Officer while coordinating the effective administration of the Hospice's governance arrangements.

Working closely with the CEO, Chair, Board of Trustees and Executive Leadership Team, you will help ensure that meetings, governance processes, organisational policies, and key corporate activities are well organised, appropriately documented and delivered to a consistently high standard.

As the organisational lead for policy coordination, you will maintain oversight of the Hospice's policy framework, supporting policy owners across the organisation to ensure policies are reviewed, approved, recorded, and communicated effectively.

This is a varied and trusted role requiring excellent organisation, judgement, attention to detail and discretion. You will be comfortable managing competing priorities, working with senior stakeholders and handling sensitive and confidential information.

To apply, please email your CV and cover letter to recruitment@svh.co.uk or complete our application form via [link](#)

Job Description

The Executive provides comprehensive executive support to the Chief Executive Officer and plays a central role in coordinating governance, policy and corporate administration across St Vincent's Hospice.

As a charitable hospice at the heart of its community, St Vincent's Hospice relies upon strong leadership, effective governance and well-managed organisational systems to support the delivery of high-quality care and services. The postholder will contribute to this by ensuring the CEO is effectively supported and that key governance and corporate processes operate efficiently and consistently.

The role works closely with the CEO, Trustees, Committee Chairs and members of the Executive Leadership Team. The postholder will coordinate Board and Committee arrangements, maintain key governance records and registers, support statutory and regulatory administration and ensure actions and decisions are appropriately recorded and followed through.

The postholder will also act as the organisational policy lead, providing central coordination and oversight of the Hospice's policy framework. While individual managers and professional leads remain responsible for the content of policies within their areas, the Executive & Governance Assistant will ensure there is a robust and consistent organisational process for their development, review, approval, version control and publication.

As a trusted member of the CEO's office, the postholder will regularly have access to highly sensitive and confidential information and will be expected to demonstrate professionalism, discretion, sound judgement and integrity at all times.



Key Responsibilities

Executive Support to the Chief Executive Officer

- Provide comprehensive, proactive and confidential executive support to the CEO, enabling the effective management of their time, priorities and responsibilities.
- Manage and coordinate the CEO's diary, balancing internal and external commitments, protecting time for key priorities and responding appropriately to changing organisational demands.
- Coordinate meetings, appointments, visits and external engagements, ensuring the CEO has appropriate information and briefing materials in advance.
- Manage correspondence and enquiries directed to the CEO's office, exercising judgement regarding priorities, responses and appropriate onward referral.
- Draft and prepare correspondence, reports, presentations, briefings and other documentation on behalf of or in support of the CEO.
- Maintain effective systems for tracking actions, commitments and deadlines arising from meetings, correspondence and discussions.
- Undertake research, information gathering and administrative coordination to support the CEO's decision-making and organisational priorities.
- Coordinate travel, accommodation and other arrangements associated with the CEO's external commitments where required.

Provide administrative and coordination support for specific organisational projects and initiatives led by the CEO.

Key Responsibilities cont.

Board and Governance Support

- Coordinate the annual programme of Board of Trustee and governance Committee meetings, ensuring meetings are scheduled and supported effectively.
- Work with the CEO, Chair and Committee Chairs to prepare agendas and coordinate the timely submission, collation and circulation of papers.
- Review papers for presentation, completeness and consistency prior to circulation and maintain appropriate records of Board and Committee documentation.
- Attend Board and Committee meetings as required, producing accurate minutes that clearly record key discussions, decisions and agreed actions.
- Maintain action logs and follow up with responsible individuals to support timely completion of agreed actions.
- Maintain appropriate governance records, registers and documentation in accordance with organisational requirements.
- Support the CEO and Chair with the administration and coordination of Trustee recruitment, appointment, induction and onboarding.
- Maintain Trustee information including declarations of interest, terms of office and other required governance records.
- Coordinate arrangements and documentation for the Annual General Meeting and other formal governance meetings.
- Provide administrative coordination in relation to Companies House, OSCR and other statutory or regulatory submissions, ensuring deadlines and required records are maintained.
- Maintain the Hospice's contracts register and other agreed corporate registers.
- Support external audit, governance review and assurance activity through the timely coordination and provision of documentation.

Key Responsibilities cont.

Policy Leadership and Coordination

- Act as the organisational lead for the coordination and management of the St Vincent's Hospice policy framework.
- Maintain the central policy register, ensuring there is clear oversight of policy ownership, approval, review dates, status and version control.
- Establish and maintain a structured programme of policy review, identifying policies approaching their review date and liaising proactively with policy owners.
- Coordinate the development, consultation, review and approval process for organisational policies, ensuring the appropriate governance route is followed.
- Provide guidance and support to policy owners on the Hospice's policy framework, templates, approval requirements and document standards.
- Ensure policies are appropriately formatted, version controlled and recorded prior to approval and publication.
- Maintain accurate records of policy approvals and superseded versions, supporting appropriate document control and retention.
- Coordinate publication of approved policies through the appropriate organisational systems and ensure staff can access current versions.
- Support communication of significant new or revised policies across the organisation.
- Provide regular oversight information to the CEO and Executive Leadership Team on policy compliance, outstanding reviews and areas requiring attention.
- Support the continuous improvement of the Hospice's policy management arrangements, promoting consistency and accountability across all areas of the organisation.

Key Responsibilities cont.

Executive Leadership Team Support

- Coordinate Executive Leadership Team meetings, including scheduling, agenda preparation, papers and associated documentation.
- Maintain accurate records and action logs arising from Executive Leadership Team meetings.
- Follow up agreed actions with responsible individuals and support the CEO in maintaining oversight of progress.
- Coordinate information and documentation required for organisational planning and reporting cycles.
- Provide administrative and coordination support to members of the Executive Leadership Team where agreed with the CEO.
- Support effective communication and information flow between the CEO, Executive Leadership Team, Board and Committees.

Corporate Administration and Organisational Support

- Support the effective coordination and administration of key corporate processes within the CEO's office.
- Coordinate organisational visits, meetings and events led by or involving the CEO.
- Provide administrative coordination for complaints, subject access requests and other agreed corporate processes, ensuring information is appropriately recorded and directed to the relevant lead for action.
- Maintain effective electronic records and document management systems for the CEO's office and governance activities.
- Support senior and Trustee recruitment activity where required, including coordination of documentation, meetings and interview arrangements.
- Assist with the preparation and coordination of organisational reports, returns, submissions and other corporate documentation.
- Provide coordination and administrative support during external inspections, audits and assurance activity.
- Undertake other projects and activities appropriate to the role and as agreed with the CEO.

Key Responsibilities cont.

Stakeholder and Collaborative Working

- Develop and maintain effective working relationships with Trustees, colleagues, volunteers and stakeholders across the organisation.
- Liaise professionally with NHS partners, regulators, elected representatives, professional advisers, supporters and other external organisations as required.
- Coordinate arrangements and briefing information for stakeholder meetings, visits and external engagements.
- Exercise appropriate judgement and discretion when dealing with sensitive enquiries and ensure matters are escalated appropriately.

Information Governance, Confidentiality and Professional Practice

- Maintain the highest standards of confidentiality and discretion when handling sensitive information relating to patients, families, colleagues, Trustees and organisational matters.
- Handle personal and organisational information appropriately and in accordance with UK GDPR, data protection requirements and Hospice policies.
- Maintain accurate, secure and appropriately controlled governance and corporate records.
- Work within the responsibilities and boundaries of the role, escalating matters requiring professional, regulatory or executive judgement to the appropriate individual.
- Maintain high professional standards and demonstrate the values and behaviours expected of everyone working at St Vincent's Hospice.
- Take responsibility for ongoing learning and development relevant to the role.



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Person specification

Who we're looking for

Essential Criteria

- Experience in an Executive Assistant, Personal Assistant, senior administrative or comparable role, ideally supporting at Chief Executive, Director or senior leadership level.
- Demonstrable experience of managing complex diaries, meetings and competing priorities within a busy working environment.
- Experience of preparing agendas, coordinating papers and producing accurate, high-quality minutes and action records.
- Excellent written communication skills with the ability to draft professional correspondence, reports and other documentation.
- Excellent organisational and planning skills with the ability to manage multiple workstreams, deadlines and changing priorities.
- High levels of accuracy and attention to detail.
- Excellent interpersonal skills with the confidence and professionalism to work effectively with senior leaders, Trustees and external stakeholders.
- Demonstrable ability to handle highly sensitive and confidential information with discretion and sound judgement.
- Ability to work independently, use initiative and identify when matters require escalation.
- Strong digital skills, including effective use of Microsoft Word, Excel, PowerPoint, Outlook, Teams and SharePoint.
- Experience of maintaining effective administrative systems, records and document control.
- Ability to coordinate processes across different teams and follow up actions constructively and professionally.
- Commitment to the values, purpose and work of St Vincent's Hospice.



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Person specification

Who we're looking for cont.

Desirable Criteria

- Previous experience of supporting a Board, Committee or formal governance structure.
- Experience of policy coordination, policy administration or document control.
- Experience within the charity, healthcare, hospice or wider third sector.
- Understanding of charity governance and the respective roles of Trustees and executive leadership.
- Awareness of OSCR and Companies House requirements.
- Knowledge of UK GDPR, information governance and confidentiality requirements.
- Experience supporting audit, assurance, regulatory or compliance processes.



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Benefits

Working with us

- Competitive salary of £30,000 per annum
- Contributory pension scheme
- Access to Blue Light Card discounts
- Generous annual leave, including 8 public/bank holidays
- Flexible working arrangements where the role and organisational requirements allow
- Access to a confidential employee support service, including advice and counselling
- Supportive working environment
- Ongoing learning and development opportunities
- Access to on-site lunch/refreshment options
- Free parking