



JOB DESCRIPTION | PA to CEO | MUNTADA AID

Job title:	PA to CEO		
Salary:	£18,000 – £20,000 Per annum (Depending on experience)	Location:	Parsons Green, London SW6
Responsible to:	Chief Executive Officer	Responsible for:	- Admin Assistant - Office & admin volunteers
Contract:	- Full Time 40 hours per week; - Permanent [subject to Probation Period]; - Monday to Friday	Start Date:	Immediate Start

1. The Role

We are seeking to recruit a dynamic, proactive PA who will report to and work closely with our newly appointed CEO who has a wealth of experience in the humanitarian sector. The candidate must be confident in providing essential support to the Chief Executive Officer in the administration of governance systems and processes within the charity, alongside staff development.

2. Main tasks

- Provide full PA support to CEO to include diary and travel management.
- To line manage the receptionists and weekday volunteer receptionists, overseeing the effective working of the reception team and general office volunteers.
- Work closely with the CEO, keeping him well informed about upcoming commitments and responsibilities.
- Support the Management Team in their day-to-day activities.
- Maintain records and files for the CEO in a professional manner so that CEO gets up-to-date information on matters related to management and development of the company.
- Maintain up-to-date database of partners, agents, representatives and high net worth individuals.
- Screen telephone calls, handle enquiries and requests from local and international partners, agents, representatives and dignitaries.
- Coordinate meeting and appointments for the CEO and other BoT members.
- Work closely with HR and liaise with all departments to keep them informed about the day-to-day process.
- Making conference call set up, video calls setup, and room bookings as and when required.
- Research and follow up on incoming issues and concerns in order to support CEO to make appropriate decision.
- Produce professional documents, briefing papers, reports and power point presentations for CEO and the management team
- Maintain office systems, including data management, archiving and storage processes for the CEO office.



PERSON SPECIFICATION | PA to CEO | MUNTADA AID

1.	Qualifications and Training	
a.	Educated to minimum A-level standard	Essential
b.	A degree in International Development or other relevant field	Desirable
2.	Skills and Experience	
a.	Experience in similar role	Essential
b.	High level of proficiency on a Customer Relationship Management (CRM) database (preferably Raiser's Edge/Blackbaud)	Essential
c.	Ability to juggle priorities and has effective coping strategies	Essential
d.	Maintain confidentiality and discretion at all times	Essential
e.	Responds positively to change, ambiguity, adversity and pressure. Highly organised and efficient Able to work to tight deadlines	Essential
f.	Analytical with an eye for detail. Works towards high standards of accuracy and efficiency	Essential
g.	Excellent research and drafting skills	Essential
l	Courteous, friendly and tactful. Establishes rapport easily	Essential
j.	Excellent communications skills –written and verbal	Essential
l.	Professional when dealing with Senior Staff, Fellows, alumni, donors, colleagues and students	Essential
m.	Proficiency in the use of computers; Microsoft Office Suits;	Essential
n.	Good judgment about when to use initiative and when to consult	Desirable
o.	Confident in decision making process	Desirable
p.	Outgoing and resilient with a sense of humour	Desirable
5.	Ability	
a.	To work in a systematic and methodical manner	Essential
b.	To adapt quickly to changing deadlines and priorities	Essential
d.	To work effectively within a team environment	Essential
e.	To work unsociable hours during peak campaigns	Essential
g.	Self-motivated and able to carry out repetitive work	Essential
6.	Commitment and understanding	
a.	Understanding of the Islamic faith.	Essential
b.	Commitment to the charity sector.	Essential