

| JOB DESCRIPTION   |  |
|---|--|
| <b>Job title:</b>   | Executive Assistant  |
| <b>Team/Department:</b>   | Executive Support  |
| <b>Location:</b>  | Main place of work as agreed (Kingston House)  |
| <b>Hours of work:</b>   | As agreed, and in accordance with the contract of employment with a review after three months. |
| <b>Job title the post holder will report to:</b>  | Executive Office Manager   |
| <b>Job titles reporting to the post holder:</b>   | None applicable  |
| <b>Date the role profile was revised:</b>   | September 2025   |
| JOB PURPOSE   |  |
| <p>The post holder will develop a comprehensive organisational and administrative support service for the Executive Team, ensuring smooth communications and functionality, maintaining excellent organisational skills including a calm, structured approach to prioritisation.</p> <p>The ideal candidate will be experienced in handling a wide range of high-level executive support tasks and they will be well organised and flexible. The post holder will enjoy the administrative challenges of supporting diverse people and programmes.</p> <p>The post holder will undertake responsibility for the administration and servicing Board, Committee and divisional meetings including scheduling, preparing agendas, and taking minutes, ensuring information is clearly and accurately presented, that critical decisions taken are properly recorded and understood.</p> <p>The individual must be able to function effectively within a dynamic environment under minimum supervision.</p> |  |
| KEY RESPONSIBILITES AND ACCOUNTABILITIES  |  |
| <ul style="list-style-type: none"> <li>• Key diary and email management of Executive diaries</li> <li>• Proactively respond to a range of correspondence on behalf of the Executive Team both internally and externally.</li> <li>• Dealing with actions and day to day issues on behalf of the Executive Team.</li> <li>• Regular briefing sessions with the Executive Team.</li> <li>• To brief the Executive Team with relevant information on future meetings or appointments.</li> <li>• Support process to deliver high level reports/presentations.</li> </ul>   |  |

- To liaise with internal and external contacts and stakeholders at all levels.
- To ensure good communication and engagement.
- Management of conferences/events at a national and local level.
- Manage itineraries and travel arrangements of the Executive Team.
- Recording, transcribing, and distributing notes/minutes and providing other daily support as required.
- Undertake any other relevant duties that may be dictated by the changing needs of the business.
- Develop processes and procedures to streamline activities.
- Project support.
- Management of the organisational On-call Rota

## COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

## ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

## HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

#### All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

#### Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

#### Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

### **EQUALITY AND DIVERSITY**

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

### **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information

Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

## **DISCLOSURE AND BARRING SERVICE CHECKS**

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

## **REHABILITATION OF OFFENDERS ACT 1974**

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

## **PERFORMANCE AND DEVELOPMENT REVIEW**

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

## **VARIATIONS**

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

## PERSON SPECIFICATION

| Requirements                            | Essential  | Desirable  | How identified                        |
|---|--|--|---------------------------------------|
| <b>Qualifications and training</b>      | Excellent IT and data management skills, and experience of using a range of standard software packages including MS Office suite, the internet, intranet, and electronic communication systems   | Relevant qualifications and/or equivalent experience   | Application, Certificates & Interview |
| <b>Experience</b>                       | Experience of working collaboratively across functions and at all levels of an organisation<br><br>Proven experience of working at Executive support level   | A strong and proven project management background<br><br>Experience of working in primary, urgent, or emergency care services  | Application & Interview               |
| <b>Knowledge, Skills, and Abilities</b> | High level problem solving & relationship management skills<br><br>Flexibility and ability to juggle priorities effectively<br><br>Be able to operate at a fast pace and be resilient in managing high workloads<br><br>Excellent organisational skills, including a calm, structured approach to prioritisation and time management | Excellent understanding of the NHS supported by a minimum of 2 years relevant experience<br><br>Proven skills in business planning and corporate office and governance processes | Application & Interview               |
| <b>General</b>                          | Proactive with attention to detail<br><br>Friendly and approachable<br><br>Confident networker   |  | Application & Interview               |

| Requirements | Essential  | Desirable | How identified |
|--------------|--|-----------|----------------|
|              | <p>Excellent interpersonal skills and communication both face to face, written and over the phone</p> <p>A person who presents a high degree of maturity, honesty, trust, sophistication, and integrity and cultivates these qualities in others</p> |           |                |