

Royal School of Needlework

Job title	Executive Assistant to the Chief Executive
Reports to	Chief Executive
Salary range	£30-33K
Location	Whilst there is some scope for working from home, this role is predominately based at our unique offices in the heart of Hampton Court Palace, south west London.



The Royal School of Needlework is celebrating its 150th anniversary this year and is seeking a number of people to help us begin the next 150 years. This is a fast-paced place to work with a wide range of activities taking place both face-to-face and online.

The Executive Assistant to the CE is responsible for taking on and delivering projects and aspects of projects as required by the CE. The role will also include some aspects of a PA role, such as minute taking, meeting and greeting visitors, diary management, but will also be working with the CE on projects linked to the membership database, fundraising and income generation.

The RSN is a busy organisation and the post holder will need to be able to juggle a number of projects at once, especially during 2022 the 150th anniversary of the RSN

The post holder will need to be able to operate on their own, taking the initiative, demonstrating competency in handling financial and numerical matters such as direct debits and compiling reports. They will also need to be proactive and solution oriented.

Main responsibility

To undertake work for the CE in terms of projects and manage the CE's office, working with people within and outside the organisation and, as required, offer support to the Director of Operations.

Job responsibilities

1. To manage the CE's office and assist with governance, PA and secretarial duties.
2. To manage the Friends and Special Supporters scheme including leading the drive to automate renewals, driving membership growth and work closely with members to promote engagement and also with marketing to drive forward campaigns.
3. To take ownership of the Friends newsletter, working closely with the CE and departments as required, along with the Design Agency to ensure accuracy and follow through to print and distribution.
4. To be responsible for the day-to-day running of the RSN Stitch Bank sponsorship, working closely with external website editors, maintaining database of stitches and their sponsors, processing payments and issuing certificates as required.
5. To be the first point of contact for donations and collection enquiries, adhering to the RSN's donation policy.

6. To offer support to the Director of Operations as required with HR and health and safety matters.
7. To liaise with a wide range of contacts on behalf of the Chief Executive.
8. To handle confidential and personnel matters as required.
9. To lead the administrative team in transitioning from server to cloud storage
10. Research databases to prepare a report on possible options for the RSN as we move to consolidate data and transactions with donors, Friends, customers and other parts of the RSN.
11. Undertake analysis of different aspects of the RSN activities to enable forward decisions to be taken based on data.
12. To undertake projects including organising internal/external events and exhibitions for the organisation, working with all stakeholders, taking project management responsibility.
13. To handle financial matters such as direct debits and membership renewals.
To ensure all correspondence with key individuals is linked to our database.
14. In the absence of the Director of Operations to act as liaison person with Hampton Court Palace.
15. To undertake Health and Safety monitoring duties as required by the Director of Operations.
16. To undertake administrative matters required for the smooth running of the organisation including support required by the Trustees.
17. Work closely with volunteers and support them with their needs, promotion of inspiration packs and copy for the e-news.
18. To undertake any other activities as required by the Chief Executive.

Some out of office hours working may be required for which time off in lieu will be given.

Person specification

Experience

	Essential	Desirable
PA experience to Board level	*	
Handling a wide variety of work/multi-tasking	*	
Handling confidential matters	*	
Health and safety experience		*
Charity experience/volunteer management		*
Handling direct debits and other financial processing		*
Membership scheme management and administration		*
Project management experience		*

Skills

Accurate and speedy typing	*
Attention to detail	*
Competent minute taking/preparing reports	*
Able to meet deadlines	*
High level of computing skills, including to the Cloud	*
Familiar with Word, Excel, PowerPoint (Microsoft Office)	*
Excellent numeracy skills	*
Database experience – inputting, analysis, data management	*
Website literate	*

Personal qualities

Flexible and willing	*
Competent	*
Clear decision making	*
Able to work on one's own and be self-directed	*
Able to work and liaise with many different groups/individuals	*
Able to absorb information quickly and effectively	*
A quick learner even of unfamiliar systems	*

To apply for this post, please submit your CV and a covering letter to Dr Susan Kay-Williams: susan.kay-williams@royal-needlework.org.uk

Applications will be reviewed on receipt and early applications are encouraged as an immediate start is available for the right candidate. The RSN encourages applications from people of all ages and backgrounds. We are looking to build stronger and better representation among our staff. The successful candidate must have the right to work in the UK and you will be asked to provide evidence of this before starting employment.