

It starts with community

The National Lottery Fund
Role Profile



Executive Assistant

Directorate:	Multiple directorates
Department:	Within a support function
Role/Competency level:	Level 2
Reports to:	Varies by role



Role Profile: Executive Assistant

Role purpose

In this particular role you'll help make sure that we provide excellent service to all our stakeholders across the Fund, internally and externally. More specifically this will mean ensuring that you deliver a flexible and responsive support service to senior executives and non-executives, and use your strong organisational and planning skills and experience of IT systems to facilitate the smooth running of the teams in line with the Fund's strategy and vision.

You will also enhance the work of senior executives and their team through the proactive and confident management of complex diaries and your excellent written communication skills and ability to capture information in a clear and concise manner. You will display a customer centric approach in your handling of internal and external queries. You will be ready to take the initiative and problem solve, with a calm and professional approach.

You'll be flexible in how you work, proactively engaging with and developing effective and collaborative working relationships at all levels across the teams and wider organisation, always seeking to continuously improve practice and service delivery.



Role Profile: Executive Assistant

Key responsibilities

- Diary management
- Organisation and planning support
- Information capture
- Handle internal and external queries



Role Profile: Executive Assistant

Knowledge, skills and experience

- Experience of working as an executive assistant in a complex organisation, with good knowledge of key administrative processes
- Good understanding of excellent customer service and relationship management skills
- Ability to capture information in a clear and concise manner
- Excellent organisation and planning skills, with an understanding of project management
- Ability to analyse complex documentation
- Flexibility to understand and implement change and continuous improvement
- Experience of working collaboratively, and an understanding of the skills required to work productively within a team
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required



Role Profile: Executive Assistant

Role competencies: Level 2

- **Strategic direction**
Understands strategic priorities and seeks to align own actions with team, directorate, and organisational goals.
- **Leading our culture**
Contributes to an inclusive working environment where all opinions and challenges are listened to, and all individual needs including own wellbeing are considered.
- **Working together**
Considers team as well as individual success and adjusts working style and practices to achieve results.
- **Delivering quality results**
Knows what is expected and regularly checks performance against objectives, making suggestions for improvement or taking corrective action where necessary.
- **Diligence and control**
Follows relevant policies, procedures and regulations and acts to prevent problems by identifying and reporting issues and contributing to solutions.
- **Developing self and other**
Takes responsibility for own development, completing and maintaining a Personal Development Plan. Seeks learning opportunities and feedback.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.