



- Keep the CEO, and Executives advised of time-sensitive and priority issues, ensuring appropriate follow-up
- Advise Executives on strategic and policy-related issues by consulting with relevant stakeholders on behalf of Executives
- Draft, prepare, and edit correspondence, communications, presentations, and other documents for the CEO and Senior Executives
  - Review and rectify documents for the CEO and Senior Executives
  - Conduct research and gather information as required to support decision-making processes
  - Assemble and analyse existing content and/or new information to prepare reports and documents when required
- Take minutes during executive and funder meetings as and when necessary
  - Occasionally attend meetings and/or gatherings on the CEO's behalf for informational purposes
  - Participate in decision-making processes and provide input on organisational matters, as and when required
- Keep all board members, senior executives, funders', and partners' information current
- Ensure compliance with policies and statutory requirements by keeping the executives updated on new developments
- Time & Schedule Management
  - Determine priorities, managing time, gaining the cooperation of others, monitoring progress, problem-solving, and making necessary adjustments to plans as and when they occur
  - Manage information flow accurately and timeously
  - Assist the CEO and Executive team members to determine priorities
  - Anticipate the CEO's needs and proactively organise the appropriate people and resources in service of these

### Special Projects

Manage and/or coordinate special projects for the CEO, including:

- Organising special projects
- Engaging stakeholders appropriately
- Identifying risks and acting to mitigate these or otherwise responding appropriately.
- Tracking project status and/or outcomes, responding, and updating the CEO as appropriate, including
  - Gathering relevant data and/or information
  - Analysing data and/or information
  - Preparing suitable reports to keep stakeholders informed



### Executive Diary & Travel Management

Reliably and with discretion:

- Manage the CEO and the Senior Executives' professional calendars related to appointments and meetings
  - Prioritise inquiries and requests while troubleshooting calendar conflicts
  - Make judgements and recommendations to ensure smooth day-to-day engagements
- Arrange board, executives', funders', and partners' meetings as and when required
- Maintain appointment schedules, meetings, and conferences
- Collaborate with the Office Coordinator and/or Travel Department to ensure all travel arrangements for senior executives are organized and communicated clearly and timeously
  - Coordinate all national and international travel arrangements pertaining to flights, visa applications, accommodation, and car hire
  - Attend to all travel queries that may arise

### Efficient and reliable administrative responsibilities including:

- Evaluate and assist in developing office policies and procedures for improved workflow and anticipate future needs
- Sign for all packages/deliveries on behalf of the CEO
- Establish, maintain, and update an appropriate and efficient filing systems
  - Safely file/store all reports, presentations, minutes, and documents
- Manage documentation and/or correspondence requiring signatures or other official details.
- Monitor, respond to, and distribute incoming communications (incl. screening of calls and emails if/when/as appropriate)
- Maintain and update company legal information
- Organise refreshments for meetings as appropriate
- Work closely with the Office Coordinator to purchase Senior Executives' equipment, stationery, and/or supplies as required

### Financial Management

- Cost-effective allocation and use of company resources
- Load purchase requisitions for the CEO and executives onto the financial management system



## Person Specification

The Executive Assistant must anticipate needs, think critically, prioritise, and offer solutions to problems with high professionalism, discretionary judgement, and confidentiality. This involves being a proactive, flexible professional, and trusted team player. The incumbent should also be curious about the bigger picture and capable of working independently to deliver objectives under pressure.

- Proven success as an Executive Assistant or as Chief of Staff in smaller organisations or else relevant professional experience serving senior executive(s)
- Bachelor's degree: Postgraduate (advantageous)
- Trustworthiness and professionalism, including demonstrated ability to build trust, exercise discretion, and handle confidential information.
- Ability to communicate effectively with diverse stakeholders, including but not limited to senior executives, partner heads, board members, investors, and staff in general.
- Excellent verbal and written communication in English, including exceptional writing, editing, and proofreading skills.
  - Advanced proficiency with Microsoft Office Suite
  - Ability to design and edit slides and similar visual presentations and materials.
- Strong problem-solving and analytical skills
  - Ability to anticipate needs, behave proactively and respond appropriately.
  - Ability to scan & synthesize disparate sources of information.
- Strong organisational and time management skills
  - Ability to work on multiple tasks simultaneously and adhere to tight deadlines.
  - Attention to detail and quality of work.
- Curiosity and learning orientation

## Child Safeguarding Policy

Any and all applicants must adhere with the SmartStart Child Safeguarding Policy which has been developed in line with the International Standards for Child Safeguarding which provide a benchmark for organisations working with children.

In terms of this Policy, SmartStart will not employ anyone whose name is on the National Child Protection Register or who has been convicted of a criminal offence involving a child.

