

# We are housing Scotland

**sfha**  
Scottish Federation of  
Housing Associations

## Executive Assistant

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**Salary:** circa £34,000

**Responsible to:** Chief Executive

**Type of Position:** Full-Time

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### Job Overview

The Executive Assistant provides a confidential and high-level executive support role to the Chief Executive, Board of Directors and Executive Team.

This post reports to the Chief Executive of SFHA under the direction and supervision of the Director of Operations and Membership. The role ensures that the statutory and governance requirements are met and that SFHA meets its obligations under the Companies Act.

The role requires the Executive Assistant to act responsibly and persuasively, with credibility and maturity, being pro-active and anticipating the requirements of the job.

### Role Outline

#### Support to CEO

- Providing support to the CEO, including:
- Assisting with the management of all CEO correspondence, respecting the sensitivity of some correspondence, and drawing to CEO priorities for attention. This will also include screening of emails and phone calls and redistributing these to the relevant Executive Team Member where appropriate.
- Circulate information from the CEO to various stakeholders and ensuring this is formatted appropriately for the relevant audience which could include turning verbal or written briefs into presentations, memos, emails or reports.

- Planning and organising the Chief Executive's calendar and setting up relevant meetings as well as making the necessary travel and accommodation arrangements. The post holder will ensure the CEO is briefed with the relevant paperwork and information in advance of all meetings and co-ordinating correspondence and papers for meetings.
- Maintaining the Chief Executive's electronic and paper filing system, including updating the CRM system, Salesforce, with contacts and notes from meetings as well as ensuring the organised and efficient use of SharePoint.
- Undertaking appropriate project work, background investigation work or planning visits / tours, as directed by the Chief Executive.
- Liaising with Stakeholders, nurturing relationships, pro-actively engaging with members and ensuring a point of contact to achieve effective, professional and efficient communication.
- The Executive Assistant will act as the point of contact amongst the Executive Team, Members, Board Directors and the SFHA Staffing Team.
- This role will ensure the success of achieving strategic objectives agreed by Board, keeping abreast of business-critical deadlines and managing the flow of information in a timely and accurate manner.

#### **Admin Support to Board & Management Team**

- Under the supervision of the Director of Operations and Membership, the post holder will be responsible for supporting with managing the schedule of Board, Finance Audit and Risk Committee (FARC) Meetings, taking into consideration any statutory requirements.
- Co-ordinating/collating and distributing papers and agendas for Board, FARC and other relevant meetings.
- Keeping the Board Portal software, Decision Time, up to date with accurate and timely information and developing it as necessary.
- Taking, drafting and distributing minutes for Board, FARC, AGM and other relevant meetings.
- Responsible for administration and follow-up actions arising from such meetings.
- Co-ordinating meetings, agendas, papers for the CEO and Executive Team for specialised meetings.

#### **Accountability to membership**

- Managing process for AGM and Board elections within requirements defined in the Articles of Association and relevant governance guidance.
- Arranging and supporting the induction of Board Directors.
- Providing guidance in line with SFHA Articles of Association to ensure good governance.
- Maintaining knowledge of and advising Board Directors and Management Team of key changes to legislation in relation to the Companies Act and duties and liabilities of Directors.

- Work with the Board and relevant Managers in reviewing the Governance Handbook on an annual basis.

## **Statutory Duties**

- Ensuring the SFHA meets all its Companies Act obligations on behalf of the Company Secretary, including:
  - Filing of all relevant company documentation including the annual Confirmation Statement
  - Keeping accurate records in accordance with statutory and audit requirements
- Maintaining statutory books, including register of members, directors and secretaries.

## **General Requirements**

- Provision of administrative support to all areas of the SFHA as directed by members of the Executive Team to ensure that daily business needs are met.
- To contribute towards effective knowledge management within the SFHA.
- To ensure compliance with and implementation of the SFHA's policies, including those relating to health and safety, emergency procedures, equal opportunities, code of conduct and disciplinary procedures.
- To offer innovative ways of achieving the business objectives of the SFHA.
- To undertake any other duties considered reasonable within the scope and purpose of the post as may be instructed by the line manager.
- Responsible for providing a comprehensive first point of contact service, both face to face and via the telephone for the SFHA, to all SFHA members, visitors and callers.
- Promote and police the corporate brand in all the SFHA communication channels.

## **Person Specification**

### **Experience & Qualifications**

- Excellent verbal and written communications skills
- A high level of accuracy and attention to detail
- Strong time-management skills and the ability to organise and coordinate multiple projects at once
- The confidence and ability to work with people at all levels in SFHA and externally
- Ability to work under pressure to meet deadlines, work without supervision and use own initiative, being pro-active and anticipating what needs doing as well as responding and reacting

- Proficiency in Microsoft Office and other office productivity tools, with aptitude to learn new software and systems
- Experience of working with Boards including preparation of agendas, papers and minute taking.
- Flexible team player willing to do what it takes to get the job done; adaptable and enjoys a challenge
- Ability to respect and maintain confidentiality at all times.

**Desirable**

- Knowledge of the Housing Association sector.
- Knowledge of company secretarial procedures or a willingness to learn and understand governance arrangements.
- Ability to undertake research, keep abreast of relevant legislation and to understand and act upon legislative changes.