



Job Title:	Executive Assistant to CEO and Director of Governance & Priory Secretary	Job Band:	Band 3
Reporting to:	CEO	Team	Executive Assistants Team
Network:	CEO Office		
Direct Reports:	0		

Job Summary

As Executive Assistant to both the CEO and the Director of Governance & Priory Secretary, you will play a key role at the nation's leading first aid charity. You will provide proactive, highly skilled support to ensure that both leaders can operate effectively in a fast-paced, demanding environment. By expertly managing priorities and safeguarding their time, you will enable them to meet critical deadlines and organisational objectives.

You will act as a confident yet approachable gatekeeper, exercising sound judgment in all matters, handling sensitive information with discretion and maintaining professionalism under pressure. Your success in this role will be built on your ability to work collaboratively with other Executive Assistants and to build strong relationships with stakeholders inside and outside the organisation. You will combine autonomy with flexibility—managing your own workload while adapting to urgent, short-notice requests and re-prioritising tasks as needed to support both leaders.

In addition to executive support, you will play a support role in governance and compliance. You will work closely with the Governance Leadership Team, supporting governance meetings and projects as required to help uphold governance directorate priorities.

Key Responsibilities

- **Office Management for CEO and Director of Governance and Priory Secretary:** proactively coordinate and manage complex, ever-changing calendars to not only schedule, but prioritise conflicting demands, ensuring there is a balance of key meetings and time for review. Working with the Executive Assistants' team and Company Secretary's Office, forward plan key meetings led by the Chief Executive and/or Director of Governance with key stakeholders and to agreed work programmes.
- **Draft and coordinate key documents/correspondence:** lead on coordinating input and drafting CEO reports, proof reading correspondence, and drafting communications to be sent on CEO's behalf.
- **Inbox management:** manage emails to help prioritise and confidently respond on the Executive's behalf, triage emails to relevant team members, and highlight priority emails for urgent attention.
- **Briefing:** Ensure CEO and Director of Governance are fully prepared for their engagements, which includes preparing briefings of pre-read materials, drawing together previous discussion histories.
- **Board and Committee preparation:** Lead the coordination of input from the Executive and prepare the first draft of the CEO Reports for Board and the Risk and Assurance Committee meetings. Collaborate with the Assistant Company Secretary to oversee the Board paper approval process.
- **Stakeholder Engagement & Networking:** Act as a representative of the St John Ambulance Executive by building and maintaining a strong network of contacts across St John Ambulance, St John International, St John Pories, partner charities, and external agencies. Leverage these relationships to facilitate problem-solving and advance organisational objectives, representing the C-suite with professionalism and integrity.
- **Facilitate the CEO's engagement with stakeholders:** to include collaboration with the policy and public affairs team, in shaping the CEO's engagement with government and civil society facilitating event attendance and policy briefings.
- **Internal Comms:** Support the CEO in the delivery of internal and external communications to include but not limited to the All Hands calls and How St John is Governed articles by collaborating with relevant colleagues. Maintain and update intranet pages relevant to both leaders.
- **Travel & Expenses:** Coordinate travel arrangements through internal systems and produce itineraries. Manage and submit expenses accurately through internal systems ensuring compliance with St John Ambulance policies and budgetary guidelines.
- **Financial Administration:** Process invoices, raise purchase orders, and coordinate signing of purchase orders received by both leaders. Maintain accurate budget records and liaise with Finance and HR managers to ensure current financial positions.
- **Governance meetings support:** Support the Director of Governance in preparing and running directorate meetings effectively, including Governance Directorate Leadership Team and Employee Forum meetings.
- **Organisational Support:** Ensure relevant org charts are accurate and up to date. Assist with the recruitment and onboarding processes of new starters. Support organisational events, projects, and emergency response scenarios as needed.
- **Other Duties:** Undertake any additional responsibilities commensurate with the role, skills, and qualifications, as required by the Executive Leadership Team.

Important things you need to know about this job

- This is a hybrid role, but office-based working will be required at least twice a week in London with a requirement to occasionally work at our other hubs with overnight stays to meet operational needs – travel expenses are reimbursable in line with St John Ambulance’s Expenses policy.
- You may occasionally be required to provide urgent support outside standard office hours. Any additional hours worked can be balanced through Time Off In Lieu (TOIL).
- This position can be high-pressure at times. Experience working in demanding environments and a well-developed personal approach to maintaining resilience are essential.

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English, minimum 5	✓	
Further or higher education or equivalent (can include administrative qualifications)		✓
Experience		
A proven track record of providing high level administrative and events support to a senior Executive office holder including liaison with high profile persons	✓	
Working effectively within a highly complex, matrixed environment with multiple stakeholders		✓
Working remotely from line manager and without direct supervision	✓	
Working within a fast-paced, customer-focussed environment	✓	
Report and minute writing to a high standard	✓	
Organising and tracking complex tasks	✓	
Skills, knowledge and abilities		
Excellent interpersonal skills with the ability to influence effectively at all levels	✓	
Ability to manage busy and demanding schedules, and effectively prioritise work	✓	
Well-organised, able to handle competing priorities and keep multiple projects on track	✓	
Strong administration skills, including producing, editing, and managing documents and reports using MS Office 365 (Word, Excel, PowerPoint, Teams, SharePoint) and openness to emerging AI tools.	✓	
Ability to work on own initiative and highly motivated to achieve both personally and through the team		✓
High level of integrity, is flexible, adaptable and inspires trust and confidence from others is an advocate for the organisation and their key stakeholders	✓	
Ability to remain calm, controlled and professional at all times	✓	
Ability to network and build and maintain positive relationships and be self-aware about impact on others.		✓
Be willing and able to exemplify the HEART values	✓	

DBS Requirement	Yes	No
Does the role require a DBS check to be carried out to be successful for the role <i>If 'Yes' what level of DBS check is required for the role? Is it Basic/Enhanced</i>		✓

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.	
Initials: CE	Date of preparation: Jan 2026
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