



EXECUTIVE ASSISTANT / OFFICE MANAGER

ABOUT CITY HARVEST

City Harvest is a food rescue charity based in Acton Central. Our mission is to eliminate food poverty, reduce food waste, and reduce greenhouse gas emissions by rescuing surplus and waste food. We currently deliver vital nutrition to 123,000 Londoners across 30 boroughs with big aspirations for growth and increased impact. We operate from modern offices and provide a supportive working environment, so if you're looking for an environment where you can grow and learn while making a difference and contributing towards a great cause, then look no further!

ABOUT THE ROLE

Reporting into the CEO, The Executive Assistant/Office Manager will play a crucial role in supporting the CEO and managing day-to-day administrative tasks for the senior team. This position requires strong organisational skills and the ability to work independently, while managing multiple deadlines in a fast-paced work environment.

KEY RESPONSIBILITIES

- **General support** - provide comprehensive and confidential assistance to the CEO by responding to requests and queries in a professional, confidential, and time-efficient manner; manage professional and personal scheduling, including agendas, mail, email, phone calls, stakeholder management, and other company logistics; arranging dinners, social events, and public appearances on behalf of the CEO.
- **SLT support** - organise and schedule SLT and other management meetings; provide secretarial support for the Food Council and major project meetings as required; book business travel arrangements, transportation, and accommodation for senior management and other staff members; prepare meeting agendas, take minutes, report back with agendas.
- **Diary management** - effectively manage the CEO's diary, including travel time and avoiding calendar clashes, handle travel and accommodation arrangements; co-ordinate and organize meetings, conferences, and executive team meetings, both in person and virtually; monitor and manage email correspondence for the CEO, phone calls and meetings; prepare presentations for business meetings and pitches.
- **Reporting** - maintain comprehensive records and generate accurate reports, collect information, analyse statistics, reports, presentations, and briefs as required; maintain databases, including contact details and conduct internal audits to ensure compliance with relevant rules and regulations, identify ways of improvement.
- **Administration** - carry out general administrative work related to the organisation or the CEO, e.g. maintain filing systems, scanning, and printing documentation, asset tracking, management, and maintenance (e.g. IT equipment, hi visibility vests, stationary etc.), writing emails, creating memos, and drafting communications;



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maintain the SLT electronic filing system, ensuring processes are up to date and in working order.

- **Office management** - ensure the office space is organised to create a welcoming environment, manage office facilities, including ordering stationery and supplies.
- **Representation** - act as a City Harvest Ambassador and assist with the onboarding and training of new employees (as and when required) and support with ad-hoc tasks and activities based on organisation needs and requirements.

ABOUT YOU

The ideal candidate for the Executive Assistant/Office Manager role should have proven work experience in a similar position supporting an executive team. Strong time-management skills and proficiency in MS Office products are essential. Excellent interpersonal and communication skills, as well as the ability to work under pressure, are a must.

DESIRED SKILLS & EXPERIENCE

- 4+ years' experience in an administrative function and reporting directly into senior management and executives.
- Strong calendaring and scheduling skills – e.g. time management, travel arrangements, and meeting deadlines, excellent organisational skills.
- Knowledge of using business systems for office bookkeeping, travel and problem solving.
- Excellent interpersonal and communication skills, leadership abilities.
- Ability to cope with high work volumes and work under pressure.
- Problem-solving skills.
- Technological proficiency in relevant software – e.g. proficiency in Microsoft 365 & BI, Outlook, and Google products.
- Positive and proactive "can-do" attitude.
- Administrative support experience in a fast-paced environment.
- Exceptional organisational skills and discretion with sensitive information.
- Budgeting experience is a plus.

QUALITIES REQUIRED FOR SUCCESS AT CITY HARVEST

- Charitable
- Compassionate
- Community-focused
- Aspiring
- Trustworthy
- Collaborative team player

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JOB DETAILS

- Job Type: the usual day of work will be from Monday to Thursday (37.5 hrs pw); however, these would require a level of flexibility in order to meet the needs of the organisation.
- Hours of Work: 09:00 – 17:00 with a 30-minute unpaid lunch break (these can be negotiated in order to accommodate individual candidate needs).
- Salary: £38,000 - £40,000 (full-time equivalent) depending on experience.
- Place of Work: Unit 8, Acton Park Industrial Estate, London, W3 7QE (with the option for occasional remote working).

City Harvest London is an equal opportunities employer and is committed to creating an inclusive and diverse workplace. We believe in treating all employees, volunteers, candidates, and stakeholders with fairness and respect. We value the unique perspectives and experiences that individuals from different backgrounds bring to our organisation, and we strive to foster an environment that promotes equal opportunities for all.

We adhere to the Equality Act 2010 and our policy is to be fair and consistent in all aspects of our organisation. Our recruitment and selection processes are designed to select candidates based on their abilities and merits to perform the tasks required. All applications received will be dealt with confidentially and subject to our company's recruitment and selection processes. Employment is subject to satisfactory pre-employment checks and eligibility to live and work in the UK.

At City Harvest London, we embrace equality as part of our ways of working because we believe it is the right thing to do for our people, our community, and our success. We do not discriminate in employment based on race, religion, sexual orientation, national origin, political affiliation, disability, age, marital status, medical history, parental status, or genetic information.