



All Ireland Institute of **Hospice and Palliative Care**

JOB DESCRIPTION & PERSON SPECIFICATION

Executive Assistant **1.0 WTE - Specified Purpose Contract**

All Ireland Institute of Hospice and Palliative Care (AIHPC)

Job Title:	Executive Assistant
Responsible and accountable to:	CEO
Reporting to:	Office Manager

Role and Function of the Executive Assistant

The Executive Assistant plays a key role in AIHPC providing full time diary management to the CEO and administrative support to the Office Manager and the wider AIHPC Team, as required.

The post holder is a point of contact with the Institute for the general public, member organisations, funders, key stakeholders, as a representative of AIHPC. The Executive Assistant will use their own initiative to respond appropriately to queries and to filter enquiries as appropriate to the CEO, Office Manager or other team members.

The Executive Assistant will be required to conduct all assignments in a professional, courteous, and confidential manner. The Executive Assistant will also carry out all administrative tasks with proficiency, with particular attention to prioritisation, speed, accuracy, and presentation. It is expected the post holder will plan and organise their own work and determine the priority of tasks with support from the Office Manager and CEO as required.

General Duties and Responsibilities

Personal Assistant to the CEO

- To organise and schedule the CEO's appointments and manage the CEO's complex diary liaising with representatives from member organisations and key stakeholders.
- To liaise with internal and external parties on behalf of the CEO, as appropriate.
- To take meeting minutes for the CEO including at AIHPC's governance meetings and prepare drafts for sharing with Office Manager and CEO. In addition, support with creation of agenda's and minutes templates in collaboration with CEO and Office Manager and draft governance action log of priorities to be progressed by AIHPC Team.
- To organise an annual schedule of all recurring meetings between the CEO and relevant team members including performance management meetings.
- To draft email and written correspondence for the CEO.
- Meet regularly with CEO to provide overview of planned activities and recommendations for scheduling. Discuss and organise travel for events in advance.
- Anticipate the CEO's needs and proactively offer solutions to improve efficiency and productivity.

Administrative Duties

- Support and maintain the organisation's CRM system (Folk), ensuring all contact and member records are accurate, up to date, and consistently formatted. Regularly input and update data including adding or removing members, carry out routine checks, and report on the database to the Office Manager. Support improvements to workflows and ensure the CRM effectively supports communication and planning across the team.
- Support the planning and organisation of AIHPC meetings and events in collaboration with relevant team members. This includes responsibility for supporting the event organisations including venue bookings, catering, sourcing of materials, administration support, supporting registration processes and attendance certification and booking online meeting systems (such as zoom) etc. as required.
- Take appropriate action in relation to mail/email, telephone and other enquiries to the office ensuring effective messaging transmission so that any necessary follow up actions can be undertaken.
- Provide cover for the Office Manager duties while the Office Manager is on annual leave including supporting the CEO with governance matters.
- Maintain confidentiality of documentation and records ensuring they are stored in a safe and confidential manner in line with GDPR legislation.
- Perform ad hoc administrative tasks and provide support on special projects as required, ensuring flexibility and responsiveness to the evolving needs of the CEO and wider team.
- Record and monitor staff annual leave and provide reports when requested to the Office Manager and CEO.
- The post holder is expected to be familiar with the policies, practices and procedures of AIHPC and maintain a safe work environment in co-operation with the AIHPC Management Team.

To perform such other duties appropriate to the post as may be assigned from time to time by the Office Manager or CEO of AIHPC.

PERSON SPECIFICATION FOR ADMINISTRATION SUPPORT

FACTORS	ESSENTIAL	DESIRABLE (may be used for shortlisting)
Experience	<ol style="list-style-type: none"> 1. A minimum of 3 years relevant administration experience within the last 5 years 2. A minimum of 2 years' experience with PA duties including diary management 3. Experience in database entry and maintenance 4. Experience of managing multiple email accounts and high level of competence in Microsoft programmes such as Word and Excel including experience of undertaking mail merge 	<ul style="list-style-type: none"> • A good understanding of palliative and end-of-life care • Experience in software such as Mailchimp, Survey Monkey
Qualifications	<ul style="list-style-type: none"> • Microsoft / IT Certification / ECDL or equivalent 	<ul style="list-style-type: none"> • Formal training in office management and secretarial skills • Secretarial qualifications
Core competencies	<ul style="list-style-type: none"> • Proven strong organisation and administrative skills • Demonstrate an excellent standard of verbal and written communication skills • Proven record of accuracy and attention to detail in record keeping and reporting • Ability to use own initiative and yet know when to refer to senior staff 	
Transport		<ul style="list-style-type: none"> • Hold a current full driving license and have access to a form of transport to allow them to undertake the functions of the post

CONDITIONS OF APPOINTMENT:

AIHPC is committed to treating its Employees equally irrespective of race, religion, age, gender, sexual orientation, marital status, disability, family status and ethnic origin.

WORKING BASE: This post is based in Dublin at the AIHPC Office, Education and Research Centre, Our Lady's Hospice & Care Services, Harold's Cross, Dublin 6W. Remote working will be considered although there will be a requirement to attend the AIHPC office approximately three to four days per week.

SALARY SCALE: **€34,924 - €51,421 - Salary based on experience**
The successful candidate's salary will be calculated strictly on the number of years of relevant/comparable experience, i.e. each year of relevant/comparable experience will decide the point at which your salary will be between the 1st and last point of the pay scale above.

The post holder is required to pay to the Institute any fees or other monies (other than inclusive salary) payable to or received by the post holder by virtue of the appointment or in respect of services, which the post holder is required by or under any enactment to perform.

HOLIDAYS: **26 days per annum**

HEALTH: A candidate for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, the successful candidate, before being appointed, shall undergo a pre-employment medical.

CONTRACTUAL HOURS **35 hours per week.** Given the nature of the post details of starting and finishing times may vary in accordance with Institute needs. There will be times when you will be required to work outside of the normal office hours.

The post will be filled on a whole-time specified purpose contract basis until the 31 December 2026.

Superannuation:

The Institute will make a 7% contribution towards a pension scheme and employee contributions are mandatory at a minimum rate of 7% of gross basic salary.

Probation:

This appointment is subject to the satisfactory completion of a three-month probationary period. During this time, AIHPC will assess the post holder's suitability to the position. Should AIHPC find their performance unsatisfactory, we reserve the right to terminate your employment with one week's notice in writing and not the notice period provided for at the clause entitled

“Resignation/Termination of Employment” within the person’s employment contract. Likewise, where the post holder intends to resign from their employment during their probationary period, they will be required to give the company one week’s notice in writing.

In certain circumstances this probationary period may be extended but will not in any case exceed eleven months in total. For the extension of a probationary period the post holder will be advised in writing to this effect, and of the duration of the extension.

Resignation:

The post holder must give not less than one month’s notice, in writing, of intention to resign from the post.

Expenses:

All expenses incurred related to travel and other work related expenses will be reimbursed on a vouched basis as determined by AIHPC policies.

Other terms and conditions will be in line with AIHPC policies.