Everyone deserves a safe place to call home.

Single Homeless Project

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project

Job title:	Executive Assistant
Delegated Authority:	Level 8
Team:	Central Services
Responsible to:	Chief Executive
Responsible for:	N/A

Job purpose

This role sits at the heart of Single Homeless Project at a time where clarity, pace and strong leadership matter more than ever. As Executive Assistant to the Chief Executive, you will be a trusted partner in enabling effective leadership across the organisation, supporting the Chief Executive to focus on setting direction, leading with purpose and driving meaningful change at SHP.

Working at the centre of the organisation, you will help create the conditions in which the Chief Executive and Executive Management Team can operate at their best. You will bring structure, foresight and calm to complex and fast-moving priorities, ensuring leadership time, attention and decision-making are focused, intentional and well supported. This is a role that quietly but powerfully shapes how the organisation functions, communicates and delivers.

You will play a pivotal role in strengthening the relationship between the Chief Executive, the Board of Trustees and the wider organisation. Through your work, governance will be well supported, strategic conversations will be well prepared and trust and transparency will be upheld. You will help ensure that decisions are followed through, information flows effectively and the organisation remains accountable while staying bold in its ambitions.

This post calls for someone who thrives on responsibility, discretion and trust. You will operate with a high degree of autonomy, exercising sound judgement and initiative in an environment where priorities shift and sensitivity is essential. Your ability to anticipate needs, handle confidential matters with care and adapt at pace will be central to your success.

Above all, this is a role for someone motivated by impact. By enabling strong, connected leadership and effective governance, you will help SHP remain ambitious, responsive and resilient, supporting the organisation to continue breaking new ground in tackling homelessness and driving lasting change.

Key accountabilities

Executive & Senior Leadership Support

- Provide proactive, high-quality support to the Chief Executive, enabling them to focus on leadership, strategy and external engagement.
- Ensure the Chief Executive is fully briefed and prepared for internal and external meetings, with clear papers, context and priorities in place.
- Coordinate the organisation's internal meeting cycle, including Executive Management Team, Senior Management Team and Equity, Diversity & Inclusion Network meetings, ensuring they are well planned, well run and purposeful.
- Prepare, collate and present information for reports, briefings and presentations, ensuring content is clear, accurate and fit for purpose.
- Maintain oversight of actions arising from senior leadership meetings, following up progress and ensuring accountability is maintained.
- Provide flexible support to members of the Executive Management Team when required, adapting to shifting priorities and organisational needs.
- Organise leadership away days, events and planning sessions, managing logistics, materials and follow-up actions to ensure outcomes are delivered.
- Support internal communication where needed, helping key messages land clearly and consistently across the organisation.

Governance, Board & Trustee Support

- Act as a central point of coordination for Board and Committee activity, managing calendars and ensuring meetings are effectively planned and supported.
- Work closely with the Chief Executive and Directors to coordinate Board and Committee papers, ensuring information is timely, accurate and well presented.
- Take clear, concise minutes of Board and Committee meetings and ensure actions and decisions are followed through.
- Support the Chair, Committee Chairs and Chief Executive to manage governance priorities, work plans and meeting agendas.
- Maintain a central register of governance documents, ensuring Trustees and senior staff can easily access the information they need.
- Ensure statutory and regulatory updates are completed accurately and on time, including submissions to the Charity Commission and Companies House.
- Maintain up-to-date Trustee records, including appointments, resignations and appropriate compliance checks.
- Coordinate Trustee engagement with services, including visits and follow-up reporting.

- Manage registers relating to conflicts of interest, governance issues and other compliance matters, supporting strong and transparent governance practice.
- Arrange meetings between Trustees, the Chair, Chief Executive and senior staff as required, supporting open communication and effective relationships.

Business Development & Tender Support

- Monitor incoming tender and commissioning opportunities, ensuring they are shared promptly with the appropriate leads.
- Coordinate the preparation of tender documentation, creating shared folders and managing access to sensitive information where required.
- Complete standard commissioner questionnaires, ensuring organisational information, policies and supporting documents are accurate, current and readily available.
- Maintain a well-organised library of core organisational documents used in bids and submissions.
- Format and quality-check method statements and supporting documents to meet submission requirements and word limits.
- Support the final submission process, ensuring all required documentation is uploaded correctly and confirmations are saved.

Professional Standards & General Responsibilities

- Handle all information with a high level of discretion, maintaining confidentiality and managing records in line with data protection requirements.
- Take responsibility for your own learning and development, keeping knowledge up to date in relation to governance, compliance and best practice.
- Participate in training, meetings and organisational activities relevant to the role.
- Carry out other reasonable duties aligned with the purpose and seniority of the role, as requested by the Chief Executive.

Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Experience of minute taking and proven attention to detail.
- Working with and protecting confidential information effectively.

Skills and Abilities

- Strong verbal and written communication skills and ability to work collaboratively with a wide range of external and internal stakeholders, including staff, trustees, funders and external partners.
- Excellent organisational skills with strong attention to detail.
- Proven ability to manage multiple tasks and competing priorities and deliver to deadlines.
- Highly competent in using Microsoft Office to support report writing, presentations, analysing data and diary management.
- Proactive and self-motivated, able to work on your own initiative and exercising judgement in conflicting situations.
- A demonstrable interest and commitment to SHP's work, our clients' needs and our values.