

Job Title:	Executive Support Manager	Reports to:	Director of People
Base:	Remote with travel to Trust schools for meetings as required	Remuneration:	Grade F £33,699 to a maximum of £36,363 per annum, pro rata for part time
Hours:	Full time, all year round. The Trust supports flexible working arrangements, where possible, to support work–life balance while meeting the requirements of the role		

Principle Purpose and Scope of the Role

The postholder will provide high-quality, centralised Executive Assistant and Personal Assistant support to the Chief Executive Officer and Executive Directors.

The role acts as the operational and administrative hub for the Executive Leadership Team, ensuring the smooth coordination of executive activity, including diary management, meetings, travel, accommodation, governance support and follow-up actions.

The postholder will work with a high degree of autonomy, discretion and professionalism, enabling the Executive Directors to operate effectively and efficiently.

Key Accountabilities

Executive and Strategic Support

The postholder will provide centralised executive support to the Executive Leadership Team, acting as a single point of coordination for executive activity, ensuring consistency, clarity and effective information flow across the organisation.

- Coordinate executive activity across the CEO and Executive Directors to ensure alignment and avoid duplication
- Balance and prioritise multiple and sometimes conflicting executive requests
- Ensure continuity and smooth handovers across executive business and commitments
- Provide proactive diary management for the CEO and Executive Directors, prioritising competing demands and ensuring effective use of executive time
- Manage executive inboxes and correspondence as appropriate, drafting responses and redirecting actions
- Prepare high-quality briefing packs, agendas and supporting papers in advance of executive meetings
- Act as a key point of contact between the Executive Leadership Team and internal and external stakeholders



- Act as a primary liaison between the CEO, Executive Team, Board and key internal and external stakeholders
- Provide high-quality business and executive support to the CEO, including diary management, prioritisation, correspondence and briefing
- Support the coordination, planning and follow-up of Executive Team meetings, strategy sessions and leadership forums
- Proactively track actions, decisions and commitments arising from executive and board activity, ensuring follow-through and delivery
- Act on behalf of the CEO in administrative, organisational and coordination matters when appropriate

Executive Logistics and Travel Coordination

- Arrange complex national and, where required, international travel for the CEO and Executive Directors
- Coordinate accommodation, transport and itineraries, ensuring cost-effective and timely arrangements
- Prepare travel briefs and ensure executives are fully equipped for off-site meetings and events.
- Manage changes and contingencies efficiently and discreetly

Executive Team Support

- Provide coordinated business support to members of the Executive Leadership Team to enable effective collaboration and decision-making
- Ensure executive communications, papers and presentations are well-structured, accurate and aligned with organisational priorities
- Support the development and maintenance of consistent executive processes and standards across the organisation
- Provide cover and continuity across executive support arrangements where required.

Business Planning, Projects and Performance

Support the CEO and Executive Directors in the coordination and tracking of business planning, projects and key deliverables, ensuring effective administration, documentation and follow-up.

- Coordinate executive input into planning cycles and strategic initiatives
- Track actions, milestones and deadlines arising from executive decisions
- Provide administrative and organisational support to executive-led projects

Confidentiality, Compliance and Information Management

- Handle highly sensitive information with discretion and professionalism at all times
- Ensure compliance with data protection, information governance and organisational policies
- Act as a role model for organisational values, behaviours and ethical standards
- Handle sensitive and confidential matters relating to the CEO and Executive Directors with absolute discretion



Professional Standards & Conduct

- Model professionalism, confidentiality and sound judgement in all interactions
- Maintain high levels of accuracy, organisation and quality in all governance outputs

Personal Development and Performance

- The postholder will participate in a continuous performance development process, with regular check-ins throughout the year. These conversations will focus on progress, support needs, wellbeing, and professional growth
- The postholder will work with their line manager to agree a dynamic development plan, outlining objectives, capability-building priorities, and professional development needs. This plan will be reviewed and updated regularly, ensuring it remains relevant and aligned with Trust priorities and the evolving requirements of the role
- The Trust will support the postholder by identifying, agreeing and enabling appropriate development opportunities. This includes ensuring the postholder has access to the professional learning, resources, and coaching required to achieve their objectives and uphold the standards expected of the role
- The process emphasises reflective practice, professional dialogue, and continuous improvement, ensuring the postholder is supported to thrive in their role and contribute effectively to the Trust's governance excellence

Working Conditions and Demands

- This is an operational post and there will be considerable conflicting work demands, deadlines and interruptions
- Undertake other duties appropriate to the grade of the post
- Travel to attend training events, interviews and to undertake any other activity required by the role
- The role involves frequent executive and governance meetings, including regular minute-taking and follow-up activity

Generic Responsibilities

- To maintain ongoing Continuous Professional Development (CPD) activity and undertake any in-service training related to the post, including annual mandatory and role-specific training
- To maintain regular contact and good working relationships with all staff throughout the Trust and external organisations
- To maintain the security of the data held in the Trust systems in line with all relevant legislation, including the Data Protection Act 1998 and UK General Data Protection Regulations
- To actively participate and attend team (and other) meetings as required for updates regarding Departmental procedures and action accordingly
- To support the Trust's internal and external audit processes



- To act as an exemplary role model of the Trust's values and behaviours
- To ensure that safe working practices are followed in respect of all areas within the provisions of The Health and Safety at Work Act 1974
- To comply with Trust Policies and Procedures
- To maintain confidentiality about clients, staff, and other Trust business. The work is of a confidential nature and information gained must not be communicated to other people except in the recognised course of duty. The postholder must always meet the requirements of the Data Protection Act
- To be aware of, promote and implement the Trust's Quality and Information Security Management Systems
- To report to line manager, or other appropriate person, in the event of awareness of bad practice

Note: You may be required to perform duties other than those given in the job description for the post. The duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of responsibility entailed. As such, the job description therefore is not intended to be exhaustive. It is also subject to change in the light of service developments and in consultation with the postholder and their manager. The post holder will be expected to adopt a flexible attitude to the duties to meet deadlines.



Person Specification

Education and Training			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
GCSE/O Level passes to include grade 4/C or above in English and Mathematics or equivalent experience	E	X	
Educated to degree level or equivalent professional experience	E	X	
Evidence of recent professional development in governance, compliance, clerking, education administration or related fields.	E	X	
Formal qualification in business administration, executive support or leadership	D	X	
Experience and Knowledge			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Significant experience providing PA/EA support to senior leaders	E	X	X
Experience managing multiple complex diaries concurrently.	E	X	X
Experience coordinating executive travel and accommodation	E	X	X
Experience taking minutes for senior-level meetings.	E	X	X
Excellent working knowledge of Microsoft 365 and digital collaboration tools	E	X	X
Knowledge of data protection and confidentiality requirements	E	X	X
Experience coordinating Executive or Senior Leadership Team activity	D	X	X
Experience supporting Boards or Committees	D	X	X
Experience in complex, multi-stakeholder organisations	D	X	X
Working knowledge of academies	D	X	X
Experience supporting a CEO in a complex or fast-paced organisation	D	X	X
Experience handling sensitive, confidential or high-impact matters at senior level	E	X	X
Exposure to organisational change, growth or restructuring from an executive support perspective	E	X	X
Skills and Abilities			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Outstanding organisational, planning and prioritisation skills	E	X	X
Ability to operate with autonomy, initiative and sound judgement	E	X	X
Excellent written and verbal communication skills	E		X



High attention to detail combined with the ability to see the bigger picture	E		X
Strong interpersonal skills, with the confidence to work credibly at executive and board level	E	X	X
Excellent executive-level drafting and proofreading skills	E		X
Confidence managing competing priorities across multiple senior stakeholders	E	X	X
Strong digital confidence (virtual meetings, document management, collaboration tools)	E	X	X
Ability to anticipate executive needs and act proactively	E	X	X
Personal Attributes			
Trusted and discreet	E		X
Calm under pressure	E	X	X
Highly organised and anticipatory	E		X
Confident but not directive	E		X
Comfortable working behind the scenes to enable others	E		X
Ability to travel	E	X	

