



Executive Assistant – Information Pack

Dear Applicant,

Thank you for requesting the application pack and for your interest in working for Impetus.

This pack contains all the relevant information you will need to apply for this role:

- Information about [the organisation](#) and [our values](#)
- Information about [the role](#)
- The [job description](#) – [key responsibilities](#) and [person specification](#)
- Our [commitment to equality, diversity and inclusion](#)
- Details on the [application and recruitment process](#)
- [Terms and conditions and benefits](#) of working for Impetus

The closing date for receipt of completed applications is 9am, Monday 14th July 2025.

If you would like to find out more about this role or have any questions regarding the recruitment process please contact recruitment@impetus.org.uk.



About Impetus

Impetus transforms the lives of young people from disadvantaged backgrounds by ensuring they get the right support to succeed in school, in work and in life.

We find, fund and build the most promising organisations working with these young people, providing core funding and working shoulder-to-shoulder with their leaders over the long term to help them become stronger.

At Impetus we focus on the critical factors that influence the education and employment outcomes for disadvantaged young people in the UK, working with organisations that have the potential for impact at scale, helping their leaders to deliver lifechanging, benchmark beating, sustained outcomes.

We provide them with the funding and the tools to grow and deliver on their promises to the young people they serve. We also seek to influence government and the wider sector to back effective support for young people and invest with other like-minded organisations to tackle the most difficult and under-supported challenges.

We are resolutely focused on outcomes and impact, driven by quality evidence.

You would be joining a team that is passionate, rigorous, determined, creative and warm. We care deeply for our colleagues, our charity partners and the young people we serve.

Impetus is a registered charity and our charity number is 1152262.



Our Values

In 2022 the Impetus staff agreed the following set of Values to act as our guiding principles as an organisation, and help us to remain focused on achieving our mission to support young people from disadvantaged backgrounds.

Evidence led and results driven for young people

We pursue excellence for the young people we work with, are wholly committed to better outcomes, unapologetically results driven, and accountable for our actions.

High trust, high challenge

We invest the time, kindness, integrity and honesty needed to build and sustain long-term relationships. We focus on developing high trust, to allow for high challenge, helping our colleagues, partners and supporters to be our very best selves in pursuit of our mission.

Diversity enables us to thrive

We seek to embed diversity of thought, background and experience in every aspect of our work. We are open, thoughtful and proactive in better understanding and challenging our assumptions to better deliver the change we seek.

Brave and open

We are brave and open; exploring new solutions to long-term problems, asking difficult questions well; learning from mistakes and challenging the status quo when needed.

Collaboration always

We will not succeed alone. We seek meaningful, productive partnership with others to achieve our mission and drive systems change for young people.



About this role

The Executive Assistant (EA) to the Chief Executive at Impetus plays a vital role in providing high-level administrative and project management support to the Chief Executive and ensuring the smooth operating of the Senior Management Team (SMT). The EA acts as a key liaison between the Chief Executive and internal/external stakeholders, managing sensitive information and handling a wide range of administrative and executive support tasks.

This dynamic position requires the ability to anticipate needs, think critically, and offer creative solutions to problems with a high level of professionalism and confidentiality.



Job description

Title:	Executive Assistant
Team:	Operations
Reports to:	Chief Executive
Salary:	£43,134 per annum plus benefits
Contract:	Permanent
Working hours:	Full time (37.5 hours per week) we are happy to consider requests for part time hours or flexible working
Location:	Hybrid working - at least two days per week in the Impetus office (currently based in Charing Cross, Central London). We may ask you to come to the office three days per week during the first three months to help set you up well for success – ensuring you get the support you need to thrive. In addition to this, all staff are expected to attend regular Impetus in person events. These include staff away days, training events and a monthly Townhall meeting where we come together in person for lunch and intentional cross-team working
Starting date:	As soon as possible



Key responsibilities

Executive Support

- Provide sophisticated calendar management for the Chief Executive.
- Serve as the primary point of contact for internal and external stakeholders on all matters pertaining to the Chief Executive, including those of a highly confidential or critical nature.
- Prioritise and determine the appropriate course of action, referral, or response, exercising judgement to reflect the Chief Executive's style and organisational policy.
- Prioritise inquiries and requests while troubleshooting conflicts; make judgements and recommendations to ensure smooth day-to-day engagements.
- Anticipate the Chief Executive's needs (e.g. travel bookings, briefings, preparation time) in advance of meetings, conferences, etc.
- Coordinate all SMT meetings and offsites and assist with staff meetings and events as needed.
- Work closely with the Chief Executive to keep them well informed of upcoming commitments and responsibilities, following up appropriately.
- Act as a "barometer," having a sense for the issues taking place in the environment and keeping the Chief Executive updated.
- Provide a "gatekeeper" and "gateway" role, providing a bridge for smooth communication between the Chief Executive and staff, demonstrating leadership to maintain credibility, trust and support with the senior management team.
- Complete a broad variety of administrative tasks that facilitate the CEO's ability to effectively lead the organisation including: assisting with special projects; designing and producing complex documents, reports, and presentations; collecting and preparing information for meetings with staff and outside parties; composing and preparing correspondence; maintaining contact lists; making travel arrangements; and completing expenses.



Governance

- Act as a liaison and provide support to the Board of Directors.
- Arrange and handle all logistics for Board meetings, sub committees and events: schedule meetings; draft agendas; develop, compile, and distribute presentation materials and record meeting minutes.

Operations Support

- Support a professional and effective office/remote working environment for Impetus staff.
- Assist the Director of Finance and Operations (DFO) with any ad hoc Operations duties and projects, such as an office move, health and safety reviews, optimising remote and agile working.
- Assist the HR and Learning Manager with HR administration, including straightforward queries, recruitment support and ad hoc projects where needed.



Person specification

Essential

Qualifications and Experience

- Significant executive support experience, acting as a trusted advisor and support to senior colleague/s (ideally within the charity or not for profit sector).
- Good business acumen and a keen interest and understanding of operations support.
- Excellent technical skills. Experience utilising CRM systems effectively; expert proficiency with Microsoft Office; ability to design and edit graphic presentations and materials.
- Exceptional organisational skills and impeccable attention to detail.
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround.
- Ability to complete a high volume of tasks and projects with little or no guidance
- Excellent judgement and problem solving; with the ability to make appropriate, informed decisions regarding priorities and available time.
- Excellent project management and planning skills, including effective contingency planning and responsibility for managing actions, people and priorities.

People and Communication skills

- High degree of proactive professionalism in dealing with diverse groups of people, including Board members, senior executives, staff, charity partners, donors, and other external stakeholders.
- Work flexibly, collaboratively and creatively, with the ability to adapt to change, and work effectively as part of a team, remain calm under pressure and support others where required.
- Commitment to a continual focus on improving service to stakeholders, both internal and external.
- Excellent written and verbal communication skills with experience of writing in a variety of formats and communicating complex and sensitive information in a clear, correct, coherent and professional manner.
- Ability to influence and negotiate, presenting arguments or proposals with skill and confidence.
- Ability to maintain a high level of integrity and discretion when handling confidential information, dealing with sensitive issues and managing conflict.



Commitment to Impetus' mission and values

- Ability to act as an ambassador for the organisation.
- A commitment to equality, diversity and inclusion with the ability to execute work with a diversity, equity, and inclusion lens.

Desirable:

- Experience working in the charity or not for profit sector.
- Experience working with a not for profit Board.
- A keen interest in youth and/or education sector.



Our commitment to equality, diversity and inclusion

We believe that a diverse workforce leads to an organisation that is more open, creative and gets better results.

We want our team at Impetus to represent the diversity of the people and communities we serve. We also want our team to be one where different experiences, expertise and perspectives are valued, and where everyone is encouraged to grow and develop.

We want to reach a diverse pool of candidates. We are happy to consider any reasonable adjustments that potential employees may need to in order to be successful.

We recognise the importance of a good work/life balance. We do everything we can to accommodate flexible working, including working from home, working part-time job shares and other arrangements.

Please just let us know in your application or at any stage throughout the process (and beyond) if these are options you'd like to explore.

Impetus is an equal opportunity employer and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex and sexual orientation. We value diversity and welcome applications from people of all backgrounds.



How to apply

Please click [here](#) to apply.

You will need to:

- **Complete the online form** (including the equal opportunities monitoring form).
- **Upload a comprehensive CV and supporting statement.**

The supporting statement should be no more than two sides of A4 and should address the criteria in the person specification.

You should also include the contact details of two referees, one of whom must be your current or most recent employer. Referees will only be approached with your express permission.

As part of our commitment to flexible working we will consider a range of options for the successful applicant. All options can be discussed at interview stage.

The deadline for applications is 9am, Monday 14th July 2025.

Interviews

First round interviews will take place: **Monday 21st July 2025.**

Second round interviews will take place: **Monday 28th July 2025.**

You will also be required to provide proof of your eligibility to work in the UK.

Personal Data

Your personal data will be shared for the purposes of the recruitment exercise. This includes our HR team, interviewers (who may include other partners in the project and independent advisors), relevant team managers and our IT service provider if access to the data is necessary for performance of their roles. We do not share your data with other third parties, unless your application for employment is successful and we make you an offer of employment. We will then share your data with former employers to obtain references for you. We do not transfer your data outside the European Economic Area.

Terms and conditions and benefits of working for Impetus

We are committed to supporting staff in a range of ways. The tables below detail some of the support provided:

Financial and Wellbeing Support

Benefit	Detail	Eligibility
Pay	Target is to pay within plus or minus five per cent of the upper quartile for the role in the charity sector	All staff eligible
Pension	In line with auto enrolment legislation all eligible employees will be automatically enrolled into The Pensions Trust pension scheme. 5% employer contribution. 3% employee contribution	All staff eligible
Life Assurance	Four times salary	All staff eligible
Season ticket loan	Interest free – repayable over 10 months	On completion of six-month probation period
Eye test vouchers	Reimburse for the cost of eye examination up to the value of £25 per annum	All staff eligible
BHN Extras	Staff discount site offering special perks for employees	All staff eligible
Cycle to work scheme	Staff save up to 42% on a new bike, e-bike and cycling accessories through this salary sacrifice benefit and can spread the cost of their bike and accessories interest-free over 12 months	All staff eligible
Home and Tech Scheme	Staff save up to 8% on home and tech products at Currys and IKEA, through this salary sacrifice benefit and can spread the cost interest-free over 12 months	All staff eligible

Work life balance

Benefit	Detail	Eligibility
Annual leave	28 days plus bank holidays (this includes three days between Christmas and New Year) pro-rata for part time staff	All staff eligible
	Flexible bank holidays. Staff can choose to work on five of the UK bank holidays and use their annual leave on alternative days (with the exception of those bank holidays that fall during Christmas Closure)	
	Ability to carry over a maximum of five days with any additional days to be at discretion of relevant member of SMT and Director of Finance and Operations and allowed only on an exceptional basis	
	Birthday leave – staff can take a day of leave on their birthday (or the closest available working day if it falls on a bank holiday or weekend)	
	After three years service staff will receive an additional two days annual leave (pro rata). Total entitlement 30 days per year	Staff with three years service
Sick pay (OSP)	Six weeks full pay and six weeks half pay in rolling 12 month. Staff eligible from day one of employment	All staff eligible subject to statutory requirements
Compassionate leave and pay	Discretion of line manager (up to three days paid)	All staff eligible subject to criteria (which include, for example, closeness of family member in event of death in family)
Parental Bereavement leave and pay	Two weeks paid leave	All staff eligible subject to statutory requirements

Work life balance

Benefit	Detail	Eligibility
Dependency leave and pay	Usually unpaid but paid time off may be granted at discretion of line manager	All staff eligible subject to criteria
Carers leave and pay	One week paid leave	All staff eligible subject to statutory requirements
Maternity leave	Statutory Maternity Leave (SML) - 52 weeks	All staff eligible subject to statutory requirements
Maternity pay	Statutory Maternity Pay (SMP) - six weeks at 90% salary followed by 33 weeks at SMP rate	Continuously employed for at least 26 weeks up to any day in the "qualifying week" (15th week before the child is expected)
	Occupational Maternity Pay (OMP) -13 weeks at full pay followed by 33 weeks at Statutory Maternity Pay (SMP) rate	Continuously employed for at least 52 weeks up to any day in the "qualifying week" (15th week before the child is expected)
Paternity leave	Statutory Paternity Leave (SPL) - two weeks	All staff eligible subject to statutory requirements
Paternity pay	Statutory Paternity Pay (SPP) - two weeks at SPP rate	Continuously employed for at least 52 weeks up to any day in the "qualifying week" (15th week before the child is expected)
	Occupational Paternity Pay (OPP) - two weeks at full pay	Continuously employed for at least 52 weeks up to any day in the "qualifying week" (15th week before the child is expected)

Work life balance

Benefit	Detail	Eligibility
Adoption leave	Statutory Adoption Leave (SAL) maximum 52 weeks	All staff eligible subject to statutory requirements
Adoption pay	Statutory Adoption Pay (SAP) six weeks at 90% followed by 33 weeks at SMP rate	Continuously employed for at least 26 weeks up to any day in the week they were matched with the child
	Occupational Adoption Pay (OAP) - 13 weeks at full pay followed by 33 weeks at Statutory Adoption Pay (SAP)	Continuously employed for at least 52 weeks up to any day in the "qualifying week" (15th week before the child is expected)
Shared parental leave	Statutory - maximum 50 weeks	All staff eligible subject to statutory requirements
Shared parental pay	Statutory Shared Parental Pay (ShPP) - maximum 37 weeks at ShPP rate	Continuously employed for at least 26 weeks up to any day in the "qualifying week" (15th week before the child is expected)
	Occupational Shared Parental Pay (OShPP) - 11 weeks at full pay	Continuously employed for at least 52 weeks up to any day in the week they were matched with the child
Parental leave	Statutory - 18 weeks of unpaid leave	All staff eligible subject to statutory requirements
Flexible hours	10am to 4pm are core hours. Office hours are 8am to 6pm	All staff eligible
Work from home	Occasional home working available. Regular working at home available upon request	All staff eligible

Work life balance

Benefit	Detail	Eligibility
Charitable duties or volunteering	Four half days leave per year subject to agreement from line manager and HR	All staff eligible
Employee assistance programme	Health Assured provides a comprehensive employee support service which includes a 24/7 confidential helpline, counselling and bereavement support, financial, legal and medical information, Wisdom Mobile App and online resources	All staff eligible
Health cash plan	Allows staff to claim money back for health treatments and access to services. Also includes employee assistance, discounted rates to health partners and gym memberships	All staff eligible
Give as you earn (GAYE)	Membership to scheme to enable employees to make donations exempt from National Insurance	All staff eligible

Professional Development

Benefit	Detail	Eligibility
Learning and development	A range of organisational and individual training and development opportunities Budget - £750 is allocated to each individual annually, plus a central budget agreed annually	All staff eligible
Professional subscription	Paid for, subject to agreement from HR and line manager	Relevant to role
Professional qualification	May be able to help - discuss with line manager and HR	All staff eligible
Sabbatical leave	Opportunity to request up to three months unpaid sabbatical leave	After 10 years service