



Executive Assistant Role Profile

Role Title	Executive Assistant
Department	Governance
Reports to	Chief Executive Officer (CEO)
Location	Office based
Hours/week	Full-time
Status	Permanent
Role purpose	<p>The Executive Assistant (EA) to the CEO provides high-level administrative and governance support, enabling the CEO to focus on leadership and organisational priorities. The role combines EA responsibilities associated with supporting the highest levels of an organisation with governance support, including liaising with the Board, organising board and sub-committee meetings, and assisting with company secretarial (cosec) duties.</p> <p>The EA is expected to act with the highest level of discretion, confidentiality, and professionalism, handling all matters impartially and with sound judgement. Additionally, the EA will proactively seek opportunities to improve ways of working, introducing innovative approaches, streamlining processes, and leveraging new tools or technologies to enhance efficiency and effectiveness across the CEO's office and the wider organisation.</p>
Line management	None
Key areas of responsibility	<ol style="list-style-type: none"> 1. Executive Support to the CEO 2. Governance & Board Support 3. Communication Management 4. Information Management & Confidentiality 5. Organisational Support
Key stakeholders	<ul style="list-style-type: none"> • CEO • Senior Leadership Team (SLT) • HTA President & Board of Directors • Association members and key external partners and stakeholders
Key performance indicators	<ul style="list-style-type: none"> • CEO diary and priorities managed efficiently, with minimal conflicts. • Timely preparation and circulation of board papers and governance documentation. • Accurate tracking and follow-up of actions and deadlines from the CEO and Board. • Positive feedback from CEO and Board on support and responsiveness. • Maintenance of confidential records and compliance with statutory obligations. • Role models our organisational values (<i>Member Focused, Inclusive & Collaborative, Trusted & Innovative</i>) • Meets required competency framework levels

HTA Core Purpose

We help our members to flourish.

HTA Mission Statement

On behalf of our members we promote, support and nurture our industry to ensure a robust and sustainable future. Our aim is to recruit and retain people with the behaviours that support our mission and who will grow with us and achieve more.

Our Values

Our culture is centred on our 4 organisational values of **Member Focused, Inclusive & Collaborative, Trusted & Innovative** ('MITI'). Our values are our guiding principles, our beliefs. They reflect the way the HTA operates, how we make decisions, and they shape how we behave with each other, our members and external stakeholders. They underpin everything we do at the HTA.



HTA Values

Key Responsibilities

1. Executive Support to the CEO

- Manage the CEO's diary, prioritising and scheduling meetings effectively and efficiently.
- Proactively manage correspondence with key stakeholders and members.
- Prepare briefing materials, reports, presentations, and talking points for internal and external engagements.
- Screen and manage correspondence, emails, and phone calls, responding where appropriate and escalating critical matters.
- Provide administrative support for interactions with the Senior Leadership Team (SLT) as required by the CEO.
- Arrange travel, itineraries, and expense reporting to ensure efficiency and compliance.
- Build and maintain strong working relationships with SLT members and other key internal and external stakeholders.

2. Governance & Board Support

- Act as primary contact for the Board of Directors.
- Organise all quarterly board meetings and the AGM, including agenda setting, document circulation, minute-taking, and follow-up. Proactively ensure all deadlines are met.
- Liaise with Non-Executive Directors to arrange accommodation and expense claims.
- Manage the annual calendar of board and sub-committee meetings.
- When required, organise sub-committee meetings, including agenda setting, document circulation, minute-taking, and follow-up.
- Provide administrative support to the HTA President including liaising with and coordinating calendars.
- Assist the CEO & CFO with company secretarial (cosec) responsibilities as required.

3. Communication Management

- Draft, review, and manage communications on behalf of the CEO, enhancing the reputation of the HTA, and maintaining clarity and professionalism.
- Ensure timely and accurate dissemination of information to internal teams, members, and external partners.
- Represent the CEO's office with discretion and professionalism at all times.

4. Information Management & Confidentiality

- Maintain confidential records, files, and correspondence.
- Ensure efficient filing systems and easy retrieval of documents.
- Track deadlines, actions, and follow-up to support effective decision-making.

5. Organisational support

- Support CEO-led projects by tracking progress, actions, and deadlines.
- Coordinate with internal teams and external suppliers to ensure seamless delivery.
- Provide ad hoc support across the organisation when required.

Essential Qualifications, Experience & Skills

- Significant experience as an EA supporting a CEO, executive, or board in a similar fast paced organisation.
- Experience managing diaries, correspondence, and confidential information.
- Experience supporting governance processes and board-level administration.
- Highly organised, with excellent attention to detail.
- Strong written and verbal communication skills.
- Discreet, professional, and trustworthy.
- Calm and confident manner with a can-do attitude.
- Effective stakeholder management within senior teams. A natural team player with the ability to build cross-group working relationships.
- Strong problem-solving skills, able to anticipate issues and propose solutions.
- Proactive, with the ability to make decisions and delegate appropriately.
- Advanced IT skills, including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), document management systems, virtual meeting platforms, cloud-based collaboration tools, and board portal software.
- Comfortable learning and using new IT systems to improve efficiency and governance.
- An interest in horticulture.

Desirable Qualifications, Experience & Skills

- Relevant administrative or business qualification.
- Governance or company secretarial training advantageous but not essential.
- Previous experience of a membership organisation.