

EA to the CEO Job Pack

July 2026



WELCOME FROM THE CHAIR

Thank you for your interest in becoming EA to the CEO at Croydon Almshouses. As Chair, I am pleased that you are considering joining our team.

We are the oldest charity in Croydon and are proud of our heritage. For over 550 years we have been supporting people who are in need, mainly in the form of almshouses, and now provide high quality accommodation for over 60 older people in Croydon. We are part of The Almshouse Association which unites 1600 independent almshouses across the UK with the shared and historical values of activism, individualism and community which we embed in how we operate.

We offer our residents the opportunity to be part of our almshouse community. This means somewhere secure to live and connection with other people. Unlike most traditional almshouse charities, we go further and offer holistic, person-centred, dynamic support to the older people who live in our almshouses so that they can live independently for as long as possible.

We also are a grant maker, funding our increasingly over- stretched voluntary and community sector. For over 40 years we have awarded grants to charitable organisations across Croydon enabling them to deliver their crucial services, as well as awarding small grants to individuals.

You would be joining our team at an exciting time in the development of the Croydon Almshouses. We are mid way through our 2024-2028 Strategy Do More, Do Better, which aims to expand our offer and so increase the impact we have in our Croydon communities. We are privileged to be a financially self- supporting charity with a stable financial position. This has enabled us to set aside a substantial Strategy Delivery Fund to deliver the various initiatives set out in our strategy. We will use this ring- fenced fund to invest in the future of our communities whilst ensuring we safeguard the charity for the future.

We are a well-managed charity, underpinned by a sound set of processes, with an effective Board and a strong staff team led by our excellent Chief Executive Hayley James.

Michael Chawatama
Chair





ABOUT THE ROLE

Role: EA to the CEO

Responsible to: CEO

Purpose of role: The role will provide support to the CEO to fulfil her responsibilities and enhance her effectiveness, working relationally with internal and external stakeholders

MAIN DUTIES AND RESPONSIBILITIES

- Managing the CEO's diary and ensuring scheduling allows enough time for preparation and desk work
- Maintaining a schedule of actions for the CEO by reviewing Action Trackers and minutes of meetings, anticipating her work requirements and aiding with the work
- Act as the CEO's trusted counsel and liaising with internal and external colleagues representing the CEO's perspective
- Ensuring HR processes are implemented, to best support the valued staff team
- Organising staff meetings including managing the agenda, taking notes and ensuring actions are completed
- Supporting the Governance Manager with administrative tasks throughout the quarterly Board papers cycle
- Planning and managing a small budget
- Managing supplier contracts
- Organising office operations and processes, introducing more effective management
- Ensuring the office spaces are well maintained throughout
- Using a range of software to ensure the efficient running of the office
- Any other task required to ensure the successful delivery of CA's strategy to reduce the impact of poverty on Croydon residents

General

- Support the involvement of lived experience in organisational direction and decision-making
- Ensure their Line Manager is kept informed of all important matters related to the work of CA
- Always maintain confidentiality and ensure compliance with CA's Data Protection policy and processes
- Adhere to Safeguarding guidelines by following CA's Safeguarding policy and processes, escalating concerns to the Safeguarding Lead via the Safeguarding Concern Form
- Champion and take action to embed equity, diversity, inclusion and behaviours which reflect CA's commitment to meaningful EDI&B



PERSON SPECIFICATION

Essential Knowledge and Experience

- Significant experience of administration
- Significant experience of working as a EA to a senior executive/ CEO
- Experience of working within the HR field
- Experience of managing a small budget
- Experience of diary management

Desired Experience

- Experience of office management

Skills

- Excellent communication skills – both written and verbal
- Exceptional organisation skills and attention to detail
- The ability to produce accurate and timely meeting minutes
- The ability to respond to changing and varied priorities
- A patient and pleasant disposition in email, face-to-face and on the telephone
- Ability to adapt positively to change
- Highly resourceful, self-motivated and with strong emotional intelligence
- Excellent working knowledge of Microsoft Office

Attributes

We are a small, dedicated staff team who work effectively together and all contribute to making a positive, impactful difference in the lives of our beneficiaries. To be a valued, supported member of our thriving and focussed staff team the following attributes would be welcomed.

- Enthusiastic
- Hardworking
- Proactive
- Common sense
- Approachability
- Sense of humour
- Strong emotional intelligence

ADDITIONAL INFORMATION

- Salary: £41,200 per annum, pro rated (possibility of a pay increase following a successful probation period)
- Based in our pleasant and friendly offices in South Croydon, up to 60% working from home depending on the number of hours worked and working pattern
- 20-25 hours per week, spread across the week
- 25 days annual leave plus Bank Holidays (pro rated)
- Contributory workplace pension scheme
- An excellent benefits package



HOW TO APPLY

If your experience aligns and you'd like to work in an ambitious local organisation, we'd love to hear from you.

To apply, please send your CV and a personal statement of not more than two sides of A4 outlining how your experience fits the role description and personal specification to MacLaine Adler, Governance Manager at:

recruitment@croydonalmshouses.org.uk

Alongside this EA to the CEO role, we are also recruiting for two other part-time roles: an Administrator and a Finance Assistant. If you are interested in being considered for more than one role, please clearly state in your application which role(s) and hours you are applying for. Applicants shortlisted for more than one role will be interviewed for those roles on the same day.

Closing date for applications

Tuesday 1st September 2026, 9am

Interview dates

Wednesday 9th September 2026, in person

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Registered Charity Number Croydon Almshouses CIO: 1209872