

Job Description

Executive Administration Officer

Salary: £26,000

Hours: 30 hours per week (6 hours per day)

Reports to: Chief Executive Officer

Department: Executive Team

Location: Swanage Railway

1. Role Purpose

The Executive Administration Officer provides high-level, proactive administrative and organisational support to the CEO and the Executive Team (CFO and Chief Mechanical & Engineering Officer).

This role exists to bring structure, coordination, and efficiency to a dynamic heritage railway undergoing significant organisational change. You will ensure the smooth running of day-to-day executive operations, support governance requirements, and help deliver the 2025-2035 Strategic Plan in line with our core values of **Integrity, Safety, Respect, Education, and Empowerment**.

2. Key Responsibilities

Executive Support

- Provide comprehensive administrative support to the CEO, including diary management, correspondence handling, meeting preparation, and travel arrangements.
- Prepare briefings, reports, presentations, and documentation for internal and external meetings.
- Track actions arising from Executive Board, Governance Committees, and project meetings, ensuring timely progress.
- Coordinate communication between the CEO, Executive Team, managers, volunteers, and external stakeholders.

Governance & Compliance

- Support the preparation of papers for the Trustee Director Board and its subcommittees.

- Maintain an accurate archive of governance documents, including policies, minutes, and statutory records.
- Assist with annual governance processes such as audit coordination, reporting cycles, and statutory returns.
- Always uphold confidentiality and data protection standards.

Organisational Coordination

- Manage the Executive Team calendar, ensuring key operational, project, and governance deadlines are met.
- Support cross-department communication by circulating updates, drafting internal messages, and coordinating information flows.
- Provide administrative oversight for strategic projects, including document control, scheduling, and logistics.
- Assist with workforce planning processes, recruitment administration, and onboarding for executive-level appointments.

Office & Systems Administration

- Maintain accurate digital and paper filing systems and ensure effective document control.
- Support the implementation of new processes, systems, and organisational improvements.
- Oversee general administrative functions that enable the efficient operation of the Executive Office.
- Provide occasional support during events, stakeholder meetings, or VIP visits as required.

Values & Culture

- Model the organisation's values in all interactions: **Integrity, Safety, Respect, Education, Empowerment.**
- Contribute positively to a culture of professionalism, inclusion, and continuous improvement.
- Build strong relationships with staff, volunteers, and partners.

3. Person Specification

Essential

- Proven experience in an administrative, executive assistant, or coordination role.
- Exceptional organisational and time-management skills, with the ability to manage multiple priorities.
- Strong written and verbal communication skills.

- High level of accuracy, professionalism, and attention to detail.
- Ability to handle confidential information with discretion.
- Confident using Microsoft Office, Teams, and document management systems.
- A proactive, solution-focused approach and ability to work independently.
- Ability to build positive, collaborative working relationships across all levels.

Desirable

- Experience supporting senior leadership or governance bodies.
 - Understanding of charity operations or public-facing organisations.
 - Knowledge of heritage railways, tourism, or visitor experience sectors.
 - Experience coordinating projects or managing documentation workflows.
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4. Additional Information

- The role may involve occasional evening or weekend work to support governance meetings, events, or operational requirements.
- The Executive Administration Officer is a key part of the new Executive Team and will help embed strong governance and professional management across the railway.
- Training and development opportunities will be provided, including customer service, governance, and organisational systems.