



*Reconnect . Rebuild . Recover*

Amna (previously known as Refugee Trauma Initiative)

<b>Job title: Executive Assistant &amp; Board Liaison</b>	
<b>Team:</b> CEO/SLT	<b>Location:</b> Hybrid - London, UK.
<b>Contract Length:</b> Indefinite	<b>Salary:</b> 38,000 GBP per annum

#### **Background:**

***Amna means safe in Arabic*** - representing the core of our work - supporting communities and frontline workers to bring non-clinical mental health support to every person affected by war, conflict and displacement. At Amna, our core values of respect, understanding, curiosity and connection guide everything we do. Our mission is to build community capacity for healing. Our vision is a world where refugees can determine their future unbounded by the impacts of conflict and displacement.

We partner with local organisations and institutions working with displaced communities to set up psychosocial healing services in which individuals and groups can discover and connect to practices that promote their healing and wellbeing. We invest in and train people within these organisations to provide this support, and we help partners build psychosocial interventions in collaboration with refugee communities – all with a values-based, trauma-sensitive and identity-informed approach.

Our partnerships are not limited. We connect partners through our global healing network of peer organisations to exchange learnings and enhance their practices as the network strives to support forcibly displaced communities around the world.

#### **Safeguarding:**

The role-holder will have experience working according to ethical and good practice safeguarding principles. They will be expected to adhere to and promote Amna's Safeguarding Policies as they will be involved and responsible for programmes working with children and vulnerable groups in different settings.

#### **How Will you Make a Difference?**

The Executive Assistant (EA) will provide high-level administrative support to Amna's CEO, Senior Leadership Team (SLT) and Board of Trustees. This includes administrative help such as managing calendars, drafting communications and briefings, planning, and organising meetings, inbox support, travel, office administration and personal assistance. It also includes working on and managing special projects including research, data analysis, preparation for public speaking, writing and research.

This dynamic and creative position requires the ability to anticipate needs, think critically, and offer solutions to problems with a high level of professionalism and confidentiality. The ideal candidate will have excellent communication skills including strong written and verbal skills, the ability to work with little supervision, and manage simultaneous priorities within the leadership team.

The role holder will report to the CEO.

## **Key areas of responsibilities:**

### **CEO/SLT Support**

- Work closely with the CEO to keep them well informed of upcoming commitments and responsibilities, following up appropriately. Act as a "barometer", staying attuned to the internal and external environment and keeping the CEO updated on relevant issues.
- Anticipate the needs of the CEO and SLT in advance of meetings, conferences, and public appearances.
- Serve as the primary point of contact for internal and external constituencies on all matters pertaining to the CEO and SLT team, including those of a highly confidential or critical nature.
- Liaise between the CEO and SLT to ensure regular communications and smooth decision-making.
- Provide sophisticated calendar management for Amna's CEO and the SLT. Prioritize inquiries and requests while troubleshooting conflicts and exercising tact; make judgements and recommendations to ensure smooth day-to-day engagements.
- Prioritize and determine appropriate course of action, referral, or response, exercising judgement to reflect CEO's and SLT members style and Amna's values and policies.
- Work with the Senior Leadership Team to coordinate the CEO's outreach activities. Follow up on contacts made by the CEO to cultivate ongoing relationships.
- Writing and managing documentation and data sets for the CEO and SLT as needed, including briefing papers, correspondence and talking points.
- Leading and managing special projects including research for Amna's, CEO's and SLT's contribution to future books, podcasts and articles.
- Maintain an organized filing system for documents, records, and correspondence related to the CEO, SLT and board.

### **Admin and travel management**

- Maintain an organized filing system for documents, records, and correspondence related to the CEO, SLT and board.
- Ensure compliance with organizational policies and procedures in all administrative functions
- Assist in the preparation and execution of organizational events.
- Research and propose the most efficient and cost-effective travel options, including flights, trains, and accommodations.
- Secure necessary travel documents, such as visas, passports, well in advance.
- Prepare detailed travel itineraries, including transportation, accommodation, meeting times, and addresses.
- Book accommodations that suit the requirements of the trip, ensuring comfort and proximity to meeting venues.
- Manage group bookings for team members traveling together to streamline costs and logistics.
- Handle travel expense reports, ensuring compliance with Amna policies and timely reimbursement.
- Occasional travel may be required.

### **Board support**

- Manage due diligence and onboarding processes for new Trustees, ensuring compliance and accurate record-keeping.
- Organize tailored training sessions for Board members.

- Maintain up-to-date records of Board members, including contact information, terms of service, and compliance documents.
- Assist Board members with travel expense claims and ensure accurate processing.
- Compile, organize, and distribute materials for Board meetings, including reports and presentations.
- Edit and format Board papers to ensure consistency and professionalism.
- Coordinate logistics for Board meetings, including scheduling, venue arrangements, and required technology or equipment.
- Attend Board meetings to provide administrative support, take minutes, and document actions and decisions. Distribute minutes promptly and track follow-up actions.
- Develop and implement comprehensive induction plans for new Trustees.
- Facilitate introductions and provide orientation materials to integrate new Board members effectively.

### **Governance and Compliance**

- Support the CEO and committee chairs in adhering to the organization's governance framework.
- Maintain a centralized, up-to-date register of governance documents for easy access by senior staff and Trustees.
- Ensure the organization complies with GDPR regulations in relation to all Board activities.
- Work with the CEO and Chair to ensure the Board is informed about safeguarding practices and remains accountable.
- Support emerging governance practices and Trustee development in partnership with the CEO and Chair.
- Plan and execute Trustees' regulatory obligations, including registering them with appropriate bodies.

### **Qualifications and Experience:**

- Minimum of 4-7 years of progressively responsible and diversified administrative experience, experience as an Executive Assistant or similar role.
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external stakeholders.
- Excellent research skills and experience in writing briefing papers
- Exceptional organizational skills and impeccable attention to detail.
- Ability to work both independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Expert proficiency with Microsoft Office and desktop publishing software; ability to design and edit graphic presentations and materials.
- Able to maintain a high level of integrity and discretion in handling confidential information.
- Demonstrable commitment to Amna values and mission.
- Legal understanding or experience with the Charity Commission is preferred.
- Non-profit board experience is preferred.

### **Behaviors and Attributes:**

- Initiative & ownership: Proactively takes responsibility for tasks and follows through without needing direction.
- Anticipatory approach: Demonstrates the ability to think ahead, foresee potential challenges, and propose thoughtful solutions before issues arise.
- Decision-making skills: Exercises good judgment and makes informed, timely decisions within their scope of responsibility.
- Adaptability & resilience: Staying calm under pressure and adjusting to shifting priorities.

- Emotional intelligence: Strong interpersonal skills to navigate relationships and manage competing priorities diplomatically.
- Active listening: Understanding the needs of the CEO, board, and SLT to anticipate requirements.
- Confidentiality & discretion: Consistently handles sensitive and confidential information with the highest level of professionalism and trustworthiness.

**Benefits:**

See our wellbeing strategy through [this](#) link.

**Work Location and Environment**

This role is a hybrid job opportunity, and open to applicants in London, UK.

Amna offers a hybrid working environment to its employees allowing for a blend of remote and in-person work.

Please note that the nature of working environment and hybrid schedule may be adjusted as per the organisation's evolving needs.

**Remuneration Package**

Remuneration: 38,000 GBP per annum.

At Amna we are committed to attracting and retaining top talent by offering competitive compensation and benefit packages. We believe in rewarding talent and expertise at a level that corresponds with the local market conditions, ensuring that all our team members are fairly compensated for their skills and contributions.

In compliance with international standards, Amna utilizes a global payroll provider to ensure seamless and efficient compensation processes for our diverse team.

**Commitment to Diversity, Equity, and Inclusion**

Amna is committed to fostering a diverse and inclusive workplace where all employees are valued, respected, and empowered to contribute their unique perspectives and talents.

As an equal opportunity employer, we do not discriminate on the basis of race, religion, color, ethnicity, sex, gender, sexual orientation, age, marital status or disabilities status.

Applications are strongly encouraged from people with personal or family lived experience as refugees and displacement.

**How to Apply:**

Please send your CV and motivation letter to [hr@amna.org](mailto:hr@amna.org) by **27th April 2025**.

For more information on Amna's work please visit our website: [www.amna.org](http://www.amna.org)

Due to the urgency of the role, qualified applicants may be invited to interview at any point during the application process. We strongly encourage candidates to apply before the deadline.

Expected start date as soon as possible.

**Recruitment timeline:**

Written task: week of May 5<sup>th</sup>.

Interviews: week of May 12<sup>th</sup>.

Only Shortlisted candidates will be contacted.