



Heard Executive Assistant

Overview

- **Job type:** part time, 12-month fixed-term contract with potential to extend
- **Hours:** 24 per week
- **Based at:** London - Hybrid, coming into the office (Bethnal Green, London) at least two days a week + additional days in the office as needed for attending events, trainings, internal or external meetings. Our team embraces hybrid working (mix of home/office).
- **Staff benefits:** 7.5% pension contribution and salary sacrifice scheme | 30 days holiday plus bank holidays, a day off on your birthday, quarterly development days & days off between Christmas and New Year | mentoring scheme | annual training budget | hybrid working. Full list of staff benefits can be found [here](#).**
- **Salary:** £37821.60 full-time equivalent (£28,366.20 pro-rata)
- **Reports to:** co-ceo

We may close the advert once we have identified a suitable candidate, so early applications are strongly encouraged.

***Heard is trialling the Four-Day Week as part of our commitment to well-being, sustainability and effectiveness. This means our full-time equivalent has reduced from 35 to 32 hours, spread Mon - Thurs and annual leave is pro-rated. Our trustees will review whether to permanently adopt Four-Day Week in October 2026, at which point we will work carefully with all our team to ensure all work patterns are sustainable for them, regardless of the decision. [Learn more](#) about the trial.*

Accessing this recruitment process

If you require any reasonable adjustments during our recruitment processes, including assistance with reading this page or sending documents, please contact info@heard.org.uk

About Heard

We are [Heard](#), an award-winning charity. We collaborate with the UK's biggest media and pop culture organisations, and other charities. We help them to make stories that touch on complex issues more authentic and engaging.

We draw on the expertise of people with first-hand experience, and the latest evidence-based research. We support storytellers working on subjects such as climate, poverty, inclusion, health and wellbeing.



A lot of our work focuses on moving away from trauma-heavy storytelling that overwhelms audiences – towards content that helps people understand experiences different from their own, and makes change feel possible.

Over the past 18 years we have worked with thousands of storytellers across TV, film, news and the charity sector. We have run sessions for teams at the BBC, Channel 4, Channel 5, The Guardian, ITV, LBC, Netflix, NBC Universal, Sky, The Sun, The Times, and Warner Bros Discovery - and with charities including Crisis, Great Ormond Street Hospital, Living Wage Foundation and Trussell.

Last year, we consulted on stories that were seen or heard by a combined audience of +23 million. We also met with +1,400 media, charity and creative professionals, and supported +150 people with lived experience to share their stories and perspectives.

Job brief

Heard is led by two co-CEOs. They are joined in the executive team (“exec”) by our head of programmes & impact. The charity is overseen by a board of trustees.

The purpose of this role is to provide administrative support to the co-CEOs – and (as needed) wider exec team. You will have the opportunity to get involved in lots of different areas of the organisation’s work. As well as organising meetings and running administrative systems, you’ll be preparing presentations, assisting in delivering projects and working with the wider team, as well as the co-CEOs and chair to make sure our governance works well.

You will support the co-CEOs with a variety of tasks from supporting special projects to comprehensive calendar coordination. Additionally, you will hold the process of recruiting trustees to the board and inducting new trustees, and organising and minuting board meetings.

Key responsibilities

Important note: We don't expect you to have experience in every single one of these areas. We believe jobs should provide an opportunity to learn and develop. Ultimately, you will become accomplished in all these areas. We welcome you to apply if some of them are still areas for learning and growth.

Supporting the executive team

- Provide sophisticated calendar management for the co-CEOs and executive team.
- Prioritise inquiries and requests while troubleshooting conflicts; make judgements and recommendations to ensure smooth day-to-day engagements.
- Manage the co-CEOs’ inboxes, respond on behalf of the co-CEOs where necessary and keep on top of email organisation.



- Work closely with the co-CEOs to keep them well informed of upcoming commitments and responsibilities, following up appropriately.
- Maintain a "gatekeeper" and "gateway" role, and act as a bridge for smooth communication between the co-CEOs, staff, and external contacts, exercising judgment to reflect co-CEOs' style and organisation policy, including those of a highly confidential or critical nature.
- Complete a broad variety of administrative tasks that facilitate the executive team's ability to effectively lead the organisation, including: assisting with special projects; designing and producing documents, reports, and presentations; collecting and preparing information for meetings with staff and outside parties; composing and preparing correspondence; making travel arrangements; and completing expenses.
- Coordinate executive team meetings and assist with staff meetings where needed.

Governance

- Act as a liaison and provide support to the board. Arrange and handle all logistics for board meetings and events: schedule meetings; draft agendas; develop, compile, and distribute presentation materials; maintain standing board documents, and record meeting minutes, set up and take down refreshments and tech set-up.
- Be there in person for quarterly board meetings which usually happen between 4-7pm.
- Hold board members and executive team to account by following up on agreed actions from meetings and maintaining an accurate account of meetings.
- Adhere to compliance with applicable rules and regulations regarding board matters.
- Support the co-CEOs with matters related to board and governance activities, including board and team engagement, trustee recruitment, subcommittees and special projects.
- Ensuring any terms of reference, including the Scheme of Delegation and the Conflicts of Interest tracker are reviewed and up to date.
- Support our senior finance & governance lead with actions and tasks relating to governance (to ensure Heard continues to have excellence compliance with charity governance standards and charity law).
- Assist in the production of the annual report, supporting finance, operations, and communications.

General responsibilities

- To develop and proactively maintain an understanding of the organisation in order to be able to fully support the work of the co-CEOs.
- To maintain clear and adequate records of work done and to produce reports on work programmes and activities as required by the co-CEOs and executive team.
- To abide by all organisational policies, codes of conduct and practice, and to ensure this is carried out throughout the charity, and to work within a framework of equal opportunities and anti-discriminatory practice.
- To be flexible within the broad remit of the post.



Skills and requirements

Essential:

- Previous demonstrable PA, secretarial, and administrative experience, including drafting of business correspondence independently. You are likely to have at least 4+ years' experience in similar roles.
- Excellent interpersonal and communication skills – enjoys dealing with people and has empathy, patience, and good listening skills.
- Excellent organisational skills including attention to detail, multi-tasking skills, and ability to prioritise well with consistency and accuracy
- Excellent written skills and good general IT skills using Google Workspace.
- Ability to effectively digest and summarise complex information, in order to communicate key priorities (for example, taking notes and action in exec and co-CEO meetings; minuting board meetings).
- Experience of taking minutes from meetings – ideally in a charity context and/or ideally at board or exec level.
- Comfortable delegating work, hosting meetings and implementing requests
- Able to work independently and proactively.
- Able to work methodically and check for accuracy and completeness.
- Self-confident and able to deal with people at all levels both internal and external.
- Sound judgement and an ability to identify issues before they arise and strong capability of forward planning.
- A commitment and willingness to uphold Heard's values in all areas of work.
- Ability to deliver exceptional quality of work at a fast pace in complex environments.

Desirable:

- Experience working in the charity sector, and in particular, a small charity.

What's in it for you? Would you be a good fit for team Heard?

Our values

This is [the work we do](#). These are our values at Heard: **we are brave, we care for people, we are collaborative, we nurture creativity, we listen.**

We are brave. We think big because we know real change takes time. We take bold, ambitious steps forward to further our impact. We make space for difficult conversations and reflection.

We care for people. We create spaces where people feel safe, seen and heard. We support each other with compassion. We prioritise wellbeing, including our own. We practice boundaries, nurture our resilience, and intentionally find joy.



We are collaborative. We believe that collaboration sparks ideas, deepens understanding and drives impact. We bring together diverse perspectives, skills and experiences – to build more inclusive and effective solutions. We share our learning to further narrative change approaches.

We nurture creativity. We stay playful, curious and open-minded. We make space for experimentation, and play to the creative strengths of partners and collaborators.

We listen. We listen to the people who are usually least heard. We support them to speak out, lead and take ownership. We know when to lean into our own experiences, when to lead and when to step aside. We stay accountable to the impact of our actions, not just our intentions.

When we're adding members to the team this is what we're looking for. Someone who is...

- Personally committed to Heard's mission, vision and values, and collaboration-focused method of work.
- Committed to reflection and learning, including sharing failures and uncertainties; openly giving and receiving feedback to/from the team and members of the community.
- Awareness of your own needs: you will be good at knowing your limits under pressure and will be confident to ask for help when you need it. You will receive support from your team – we're keen to nurture an environment where no one feels worried about asking for help or support when they need it.
- You'll be interested in emotional intelligence and empathising with and appreciating others. You'll be keen to explore and grow and to create opportunities for those you work with to do the same.

How you'll be supported

As a Heard team member, you will have:

- Regular check-ins with your manager – an opportunity for you to share feelings and experiences about your work, alongside feeding into a well-being and welfare staff framework.
- Mentoring – each staff member can be set up with an external mentor after the 6 month probation period.
- Training opportunities – alongside the team-wide training you have, you will also have £300 personal training budget per year. We also try our best to access training opportunities through our funders for staff where possible and encourage staff to attend events.

Staff benefits: 7.5% pension contribution and salary sacrifice scheme | 30 days holiday plus bank holidays, a day off on your birthday, a quarterly development day & days between Christmas and New Year | mentoring scheme | annual training budget | and hybrid working. Full list of staff benefits can be found [here](#).



How to apply

To apply, please complete this [application form](#). Early applications are appreciated.

Unfortunately, we are not able to offer work visa sponsorships at this time.

Here's more info about the form and application process:

- **You will need a Google account or Gmail to access the form.** Here's [how to set up a Google account](#) - this should only take a couple of minutes.
- Email info@heard.org.uk if the form or any part of the application process is not accessible to you (or if for any reason you are unable to set up a Google account).
- The form will ask you to upload your CV, and ask you three application questions. We do not ask you to write a cover letter - just to answer these questions.
- **There are the three application questions** (each with a 1,000-character limit, which is roughly 150 - 300 words):
 - **What interests you about a role with Heard?**
 - **Tell us about your experience organising and minuting senior-level meetings (for example, board or executive meetings).** What was your role in preparing for, running, and following up on these meetings, and how did you ensure accuracy and confidentiality in your minutes?
 - **Describe your approach to supporting a senior leader, or leaders, in a role similar to this one.** What have you done to anticipate their needs, manage competing priorities, and act as an effective gatekeeper/gateway between them and others?
- **Use of Artificial Intelligence (AI) in the questions or interview task:** We recognise that AI tools are part of many people's working lives and may be used in preparing applications/interviews. That said, applications are assessed on the basis of your personal experience, judgement and examples. We score for specificity and authenticity; responses that appear generic or indistinguishable from standard AI-generated content will be scored lower.
- We will give equal weighting to the CV and the three application questions when we review applications.
- We will review the questions anonymously to counter unconscious bias.
- In the form, we'll also ask about any adjustments or support you may need to ensure the recruitment process feels inclusive to you.

Here's what will happen after you submit your application:

- If your application is taken forwards to the next stage, we will be in contact and hold first interviews **W/C 16 November**.
- We try our best to make our interviews friendly and welcoming. We will let you know the type of questions we'll ask in advance, and who you'll be meeting with, to help you feel



comfortable and prepared. We will do whatever we can to ensure you feel confident and welcome in the space.

- We will try to let you know as soon as possible whether or not you have been invited to interview. If you are invited to interview, we will always aim to provide some feedback.

We look forward to hearing from you - best of luck!

Recruitment Privacy Notice

Who we are

Heard Organisation Limited (registered charity number 1165237), The Green House, 244-254 Cambridge Heath Road, Bethnal Green, London, E2 9DA, is the data controller for the personal information you give us when you apply for a role. You can contact us about this notice at info@heard.org.uk.

What we collect

- Your name, pronouns, email address and phone number
- Your CV and answers to the application questions
- Any adjustments or support you tell us you need
- Details of your referees
- How you heard about the role
- Interview notes, if you are invited to interview
- Optional equal opportunities monitoring information

Why we use it, and our lawful basis

- Assessing your application and running interviews. We do this because you have asked us to consider you for a role, before entering into a contract. We also rely on our legitimate interest in recruiting suitable people.
- Making reasonable adjustments. We do this to meet our legal obligations and to make our process accessible.
- Contacting your referees.
- Equal opportunities monitoring. This is optional.
- Contacting you about future opportunities. We will only do this if you agree, or, occasionally, where a closely related role comes up while we still hold your application. You can ask us to stop at any time.

Who we share it with

Your information is seen only by the Heard staff and panel members involved in the recruitment. We use Google Forms and Google Workspace to collect and store applications. Google acts as our data processor and may process data outside the UK under appropriate safeguards. We do not sell your data or share it with anyone else, unless the law requires.



How long we keep it

- Unsuccessful applicants: 7 months or up to 18 months if you have agreed that we can keep your CV on file.
- Successful applicants: your application becomes part of your personnel or contractor record and is kept for the length of your engagement plus 7 years.

Your rights

You have the right to access, correct or delete your information, to restrict or object to how we use it, and to withdraw your consent where we rely on it. Email info@heard.org.uk to use any of these rights. If you are unhappy with how we have handled your data, you can complain to the Information Commissioner's Office (ico.org.uk).