



Executive Assistant to the CEO

Organisation: FreeShop Crawley

Location: Bewbush Community Centre, Crawley

Hours: 15 hours per week

Working Pattern: Tuesday, Wednesday and Thursday, 9:30am–2:30pm, plus quarterly evening Trustee meetings

Salary: £29,250 FTE per annum, pro rata to **£11,700 per annum** for 15 hours per week

Equivalent Hourly Rate: £15.00 per hour

Responsible to: Chief Executive Officer (CEO)

Contract: Part-time

About FreeShop Crawley

FreeShop Crawley is a community charity supporting individuals and families experiencing financial hardship. We provide free food and essential items alongside practical, emotional and wellbeing support designed to help people overcome barriers, build confidence and move towards greater independence.

Our work extends beyond food provision. Through our community activities, workshops, one-to-one support, events, café and partnerships, we aim to create a welcoming and inclusive environment where people feel valued, connected and supported.

Purpose of the Role

We are looking for an organised, proactive and trustworthy **Executive Assistant to provide direct support to the CEO of FreeShop Crawley.**

This is a varied role requiring excellent organisation, communication and time-management skills. The Executive Assistant will help the CEO manage a busy workload, coordinate meetings and priorities, prepare documents and correspondence, follow up actions and ensure important tasks and deadlines are not missed.

A key part of this role will also be supporting the CEO and Board of Trustees with the administration and coordination of quarterly Trustee meetings.

Key Responsibilities

Executive Support

- Provide day-to-day administrative and organisational support to the CEO.
- Manage and coordinate the CEO's diary, appointments and meetings.



- Help the CEO prioritise tasks, deadlines and commitments.
- Prepare agendas, papers and information ahead of meetings.
- Take minutes and accurately record actions and decisions where required.
- Follow up agreed actions with staff, trustees, partners and other stakeholders.
- Maintain an effective action tracker for the CEO.
- Provide reminders and ensure important deadlines and commitments are followed up.
- Assist the CEO with preparation for presentations, meetings and external engagements.

Trustee and Governance Support

- Provide administrative support for quarterly meetings of the Board of Trustees.
- Liaise with the CEO, Chair and Trustees regarding meeting arrangements.
- Assist with preparing and circulating agendas, reports and supporting papers.
- Attend quarterly Trustee meetings and take accurate formal minutes.
- Maintain records of decisions, actions and agreed responsibilities.
- Circulate minutes and action points following meetings.
- Follow up outstanding Trustee actions where requested.
- Maintain appropriate confidentiality around Trustee and governance matters.
- Support the CEO with other governance administration as required.

Attendance at quarterly Trustee meetings, which take place during the evening, is a mandatory requirement of this role and is non-negotiable. Hours worked attending these meetings will be given back as Time Off in Lieu (TOIL), to be agreed with the CEO.

Emails and Correspondence

- Support the management and organisation of the CEO's emails and correspondence.
- Draft emails, letters, reports and other documents on behalf of the CEO.
- Identify correspondence requiring urgent attention.
- Respond to routine enquiries where authorised.
- Maintain professional communication with funders, partners, businesses, community organisations and other stakeholders.

Meetings and Diary Management

- Arrange internal and external meetings.
- Coordinate availability and send meeting invitations.



- Book rooms and prepare meeting documentation.
- Ensure the CEO has the information needed before meetings.
- Record and circulate meeting notes and actions where appropriate.
- Follow up outstanding actions after meetings.

Administration and Organisation

- Maintain accurate electronic filing and record-keeping systems.
- Assist with preparing reports, presentations, spreadsheets and other documents.
- Support the CEO with monitoring project deadlines and organisational priorities.
- Help organise events, meetings, visits and stakeholder engagements.
- Undertake research and gather information when requested by the CEO.
- Support administrative processes relating to funding applications, reports and organisational development where required.

Confidentiality and Compliance

- Handle confidential and sensitive information appropriately.
- Maintain high standards of data protection and confidentiality.
- Work in accordance with FreeShop Crawley's policies and procedures.
- Support good governance and accurate organisational record keeping.
- Work in accordance with safeguarding, equality and diversity, health and safety and GDPR requirements.

Person Specification

Essential

The successful candidate will:

- Have strong organisational and administrative skills.
- Have excellent written and verbal communication skills.
- Be confident using Microsoft Office, including Word, Outlook, Excel and Teams.
- Be able to manage diaries, meetings and competing priorities.
- Have excellent attention to detail.
- Be able to take accurate meeting minutes and identify clear actions.
- Be confident drafting professional emails and correspondence.
- Be able to work independently and use initiative.
- Be reliable and able to meet deadlines.
- Be comfortable working in a busy and sometimes rapidly changing environment.



- Understand the importance of confidentiality when supporting a CEO and Board of Trustees.
- Have a professional, approachable and non-judgemental manner.
- Share FreeShop Crawley's commitment to supporting people experiencing financial hardship.
- **Be available to attend quarterly Trustee meetings in the evening. This is an essential and non-negotiable requirement of the position.**

Desirable

- Previous experience as an Executive Assistant, Personal Assistant, senior administrator or similar role.
- Experience working within a charity, CIC, community organisation or public service.
- Experience supporting senior managers, directors or trustees.
- Previous experience taking formal Board or Trustee meeting minutes.
- Experience preparing reports, presentations or funding-related documentation.
- Knowledge of safeguarding and GDPR.
- Experience working with volunteers or community organisations.

Skills and Personal Qualities

We are looking for someone who is **highly organised, proactive, calm under pressure, discreet and trustworthy.**

They will be an excellent communicator who can work professionally with staff, trustees, funders, partners, volunteers and members of the community.

They will need to be able to anticipate what support the CEO may need, manage changing priorities and find practical solutions to help the CEO remain focused on FreeShop Crawley's strategic and operational priorities.

Hours and Working Pattern

The normal working pattern is **15 hours per week:**

Tuesday: 9:30am–2:30pm

Wednesday: 9:30am–2:30pm

Thursday: 9:30am–2:30pm

In addition, the Executive Assistant will be required to attend **quarterly evening meetings of the FreeShop Crawley Board of Trustees.**



Attendance at these quarterly evening meetings is mandatory and forms an essential, non-negotiable requirement of the role.

Hours worked at quarterly evening Trustee meetings will be compensated through **Time Off in Lieu (TOIL)**. Equivalent time will be taken from the employee's normal contracted working hours at a mutually agreed time, in agreement with the CEO.

The normal place of work will be **FreeShop Crawley at Bewbush Community Centre**.

Salary

Full-Time Equivalent Salary: £29,250 per annum.

Actual salary: £11,700 per annum pro rata, based on 15 hours per week and a 37.5-hour full-time working week.

Our Approach

FreeShop Crawley is committed to creating an inclusive organisation where people are treated with dignity and respect. We welcome applications from people with a wide range of backgrounds and experiences.

The successful applicant will be expected to support and promote FreeShop Crawley's values and contribute positively to our supportive, inclusive and community-focused culture.

Appointment will be subject to satisfactory references and appropriate pre-employment checks.

How to Apply

To apply for the position of **Executive Assistant to the CEO**, please send your **current CV** to **CEO@freeshopcrawley.com**.

Application deadline: 24 September 2026

Interview date: 29 September 2026

Applicants who are shortlisted will be contacted with further details regarding the interview.

Please ensure you are available to attend an interview on **29 September 2026** before applying.