



SolarAid – Senior Executive Assistant and Office Manager

Salary: £42,000 to £47,000.

Reporting to: Director of Finance and Organisational Effectiveness

Location: North London, UK (office based, with some flexibility)

Full time: 37.5 hours per week

About the Role

SolarAid is seeking a highly organised, proactive and experienced Senior Executive Assistant & Office Manager to provide high-level support to the Senior Management Team (SMT) while ensuring the smooth and effective running of our UK office.

This is a pivotal role at the heart of the organisation, requiring excellent judgement, discretion and the ability to manage multiple priorities. You will act as a trusted partner to senior leaders, while also overseeing office operations, supplier relationships and key administrative systems.

Key Responsibilities

Executive Support to the Senior Management Team

- Provide comprehensive, proactive support to the SMT, including complex diary and inbox management
- Oversee the updating and coordination of all SolarAid organisational policies, ensuring they remain compliant, accessible, and consistently implemented across the charity
- Support payroll administration and liaise with the EOR team when required to ensure accurate and timely processing.
- Act as a key point of contact and gatekeeper, prioritising communications and ensuring timely responses
- To be responsible for the preparation of the annual meetings calendar, liaising with the Trustees to ensure availability for Board and committee meetings
- Organise and support Board, committee and staff meetings, including preparation of agendas, papers and logistics
- Take accurate, high-quality minutes and track actions through to completion



- Build effective working relationships with Trustees, senior stakeholders and external partners
- Arrange UK and international travel for the UK SolarAid team, ensuring cost-effectiveness and smooth delivery

Office Management & Operations

- Oversee the day-to-day running of the UK office, ensuring a professional, safe and welcoming environment
- Manage relationships with landlords, facilities providers and key suppliers, relaying key messages to SolarAid Staff
- Ensure all staff, contractors and visitors are inducted into office health & safety
- Appoint fire marshals and first aiders as applicable, in conjunction with the Director of FOE and communicate to all staff.
- Handle the office security making sure that office keys are accounted for and are safely stored.
- Make recommendations for improving office best practice and ways of working and implement these changes ensuring they are communicated to the relevant people.
- Coordinate office improvements and implement best practices to enhance ways of working
- Manage office budgets and monitor expenditure to ensure value for money
- Oversee office insurance policies (including travel and public liability)

IT & Systems Coordination

- Act as the primary liaison with outsourced IT providers, ensuring effective service delivery
- Monitor IT support requests and performance, escalating issues where necessary
- Support delivery of the organisation's IT roadmap in collaboration with internal stakeholders
- Manage procurement of IT equipment, licences and systems, maintaining accurate records
- Oversee telephony systems and mobile contracts
- Maintaining an asset list for replacement and upgrades for both in office and home workers
- Maintain contracts for photocopiers within all offices where/if applicable
- Maintain accurate and up-to-date staff training records, ensuring all mandatory and role-specific training is logged and monitored.
- Ensure adequate holiday cover across the team, coordinating planned absences and maintaining continuity of key administrative and operational functions.



- Oversee the PeopleHR system to ensure accurate and up-to-date logging of all staff data, maintaining high standards of data quality and confidentiality.
- Liaise with the relevant HR team to ensure all staff documentation is accurately recorded, maintained and compliant with organisational and legal requirements
- Ensure the correct emergency contact alert procedures are maintained and followed after any onsite incident or any other incident, supporting timely communication and appropriate escalation

Projects & Events

- Provide flexible support to SMT-led projects and organisational initiatives
- Coordinate internal and external events, ensuring high-quality delivery

Person Specification

Essential Experience

- Significant experience at a Senior Executive Assistant level including office management and providing high-level support to senior leaders.
- Proven experience managing complex diaries, inboxes, competing priorities and sensitive communications, using sound judgement and discretion.
- Experience supporting Board, Trustee, committee or senior management meetings, including preparing agendas, papers and meeting logistics.
- Excellent minute-taking and action-tracking skills, with a strong attention to detail.
- Experience managing or monitoring budgets, expenditure and procurement, with a focus on value for money.
- Strong experience using Microsoft 365, including Outlook, Teams and SharePoint.
- Experience maintaining confidential staff, HR or organisational records and working with HR colleagues or systems.
- Experience coordinating IT suppliers, equipment, systems or technology services, or a strong ability to manage these relationships.
- Experience working in a fast-paced, collaborative environment, managing changing priorities and responding calmly to unexpected issues.

Essential Skills & Competencies

- Exceptional organisational skills and the ability to prioritise and manage multiple competing demands.
- Excellent written and verbal communication skills, with a professional, approachable and confident style.
- Excellent judgement, with the confidence to work independently, make decisions and know when to escalate.



- Highly proactive, with the ability to anticipate needs, identify potential issues and take action without being prompted.
- Strong interpersonal skills and the ability to build effective relationships with senior leaders, Trustees, colleagues, suppliers and external stakeholders.
- High level of discretion, integrity and confidentiality.
- Excellent attention to detail, particularly when preparing documentation, meeting papers and minutes.
- Strong problem-solving skills and a solutions-focused approach.
- Ability to identify opportunities to improve processes, systems and ways of working and implement changes effectively.
- Calm, adaptable and resilient, with the ability to respond positively to changing priorities.
- Good understanding of workplace health & safety, confidentiality, data protection and organisational compliance.

Desirable

- Experience working within the charity or not-for-profit sector.
- Experience working with international teams, offices or stakeholders.
- Experience arranging complex UK and international business travel.
- Experience coordinating internal and external events.
- Experience using HR systems, particularly PeopleHR or similar.
- Experience working with CRM or database systems.
- Experience working in Google Suite
- Experience managing IT procurement, software licenses, telephony or organisational assets.
- Experience supporting or coordinating organisational policies and compliance processes.
- Experience with design and communications tools, such as Canva.
- Familiarity with working with remote or hybrid teams.

Working at SolarAid

At SolarAid, we value collaboration, transparency and impact. You will be part of a mission-driven organisation working to create real change, supported by a team that values professionalism, inclusivity and continuous improvement.



What we offer

- 27 days' annual leave plus bank holidays
- 7% matching employer pension contribution
- Death in service benefit
- An annual organisational training budget
- Flexible working-hours.
- Access to a free on-site gym and heated outdoor pool
- Remote working within agreed parameters
- A tight knit, friendly and close working team

Application Process

Please send your CV and supporting statement to Kate Mellor at recruitment@solar-aid.org by **5pm on 2nd October 2026**. Applications without a supporting statement will not be considered.

Candidates must have the right to work in the UK in order to be considered for this role.

The interviews will take place week commencing 12th October and will include a short practical work-based test. There may also be a possible short online initial interview week commencing 5th October 2026.