



Job specification

Job description

Job title	Personal Assistant to the Chief Commercial Officer and Commercial Directors		
Directorate	Commercial		
Team	Commercial Leadership Team		
Reporting to	Chief Commercial Officer	No. of direct reports	0
Location	Northampton NN1 2BN and home		
Agility contract type	Hybrid – Northampton office and home		
Budgetary responsibility	N/A		
Job level (HR use only)	6	Date	August 2026

Summary of role

To provide proactive executive support to the Chief Commercial Officer (CCO) and Commercial Directors (L2), ensuring the effective operation of the Commercial Leadership Team. The role combines executive assistance, leadership coordination, project support, stakeholder management and information management, using digital tools, automation and AI to improve efficiency, planning, communication and decision-making across the Commercial Directorate.

Key responsibilities

- Provide high-quality executive support to the CCO, including complex diary management, inbox triage, travel, communications and prioritisation.
- Support Commercial Directors with diary coordination, meeting management and administrative requirements across the Directorate.
- Act as a trusted gatekeeper and strategic partner to the CCO, helping manage competing demands, identify risks, prioritising requests and redirecting issues on behalf of the CCO, ensuring focus remains on the highest value priorities.
- Coordinate Commercial Leadership Team meetings, workshops, away days and governance activity, including agendas, papers, actions and follow-up.

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- Ensure the CCO and Commercial Directors are well prepared for meetings, Board and Committee engagements, events and stakeholder interactions.
 - Track leadership actions, decisions, milestones and dependencies, supporting follow-through on directorate priorities and key programmes.
 - Support strategic and operational projects through effective planning, coordination, information management and progress reporting.
 - Produce concise, executive-ready briefings, presentations, reports and communications for internal and external audiences.
 - Curate, synthesise and summarise information from multiple sources to support timely decision-making and effective leadership communication.
 - Manage sensitive and confidential information with professionalism, discretion, and sound judgement.
 - Build trusted relationships with senior stakeholders across BHF and with external partners, acting as an ambassador for the Commercial Directorate.
 - Co-ordinate visits, events and external stakeholder engagements for the CCO and Commercial Directors, ensuring logistics, briefing materials and follow up actions are managed effectively.
 - Arrange detailed Induction plans for new senior colleagues joining retail Directorate that support colleagues understanding all aspects of the Commercial Directorate and the wider BHF
 - Support administration, expenses, recruitment activity, and key organisational processes on behalf of the CCO and Commercial Directors.
 - Support the effective day-to-day co-ordination of the Northampton office, liaising with facilities, external suppliers and the landlord as required, to ensure a professional working environment for colleagues and visitors.
 - Prepare meeting spaces and coordinate with relevant teams to organize any meeting requirements, such as catering, as required.
 - Champion smarter ways of working by using Microsoft 365, Copilot, automation and AI-enabled tools to streamline processes, improve meeting support and reduce administrative burden.
 - Work collaboratively with the Chief Executive's Office, Executive Assistants and PA network to ensure joined-up support across the organisation.
 - Participate in Commercial Directorate activities.
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Person specification

Knowledge, training & qualifications

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- Advanced knowledge of Microsoft 365, including Outlook, Teams, SharePoint, PowerPoint, Excel, Word and Copilot.
 - Strong understanding of effective office systems, governance processes and executive support practices.
 - Understanding of budget management, purchasing, expenses and broad financial administration processes.
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- Knowledge and understanding of BHF, our cause, strategy and objectives, with strong commercial awareness.
 - Strong digital fluency with the confidence to adopt, test and champion emerging tools and smarter ways of working.
 - Good data literacy, with the ability to interpret information, identify trends and present insights clearly for senior leaders.
 - Able to use AI tools responsibly to support prioritisation, research, meeting preparation, minute taking, action tracking, drafting and information retrieval.
 - Ability to identify opportunities for automation and process improvement across recurring activities and directorate workflows.
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Experience

- Significant experience providing executive support to C-suite or Executive level stakeholders in a complex organisation.
 - Experience managing multiple priorities, senior stakeholders and rapidly changing demands in a fast-paced environment.
 - Experience handling highly confidential and sensitive information with integrity and discretion.
 - Experience coordinating leadership meetings, governance forums, events, workshops and strategic projects.
 - Experience producing reports, presentations, briefings and communications for senior audiences.
 - Experience using digital productivity tools, workflow automation or AI-enabled technologies to improve efficiency and effectiveness.
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Skills & attributes

- Exceptional organisational skills with the ability to anticipate needs, manage competing priorities and maintain strong attention to detail.
 - Excellent judgement, discretion and professionalism, with confidence operating at Executive and Director level.
 - Strong written, verbal and interpersonal communication skills, able to produce clear and concise outputs.
 - Strong problem-solving capability, initiative and ability to make informed decisions independently.
 - Highly resilient, adaptable and calm under pressure in a fast-changing environment.
 - Strong stakeholder management and influencing skills, with the ability to build trusted relationships across organisational boundaries.
 - Continuous improvement mindset, with a proactive focus on simplifying processes and improving leadership team effectiveness.
 - Positive, collaborative and values-led approach, with a strong commitment to delivering excellent support.
 - Understands the importance of confidentiality, accuracy, source checking and responsible use of AI when handling BHF information.
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Safeguarding

At British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistle blowing service so people can raise any concerns they have confidentially.

Data protection

During your employment, this role will encounter some personal data. The role will be permitted to access and use the following types of personal data:

- Personal details / contact information / family details
- Personal financial information - donations, gifts, bank account, card numbers
- Personal Sensitive data - health, race, ethnicity, sexual orientation, political affiliation, trade union membership, religious or philosophical beliefs, biometric or genetic data, criminal record

If you find yourself with access to personal data you are not authorised to have, you must report it to your line manager and the IT Service Desk immediately.

Our Values

			
Brave	Informed	Compassionate	Driven
We speak out We're decisive We're innovative	We work together We're clear We're curious	We're open & honest We respect others We promote our cause	We're focused We're determined We keep learning