# JOB DESCRIPTION

## Executive Assistant

| JOB PURPOSE |
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| The Executive Assistant plays a central role in enabling the CEO to lead FSD Uganda effectively by running a professional, responsive and well-organised CEO's office. Working closely with the CEO, senior management and stakeholders, the role manages the CEO's time, meetings, correspondence and information flows, ensuring that the CEO is well prepared for engagements with staff, the Board, donors, regulators and other strategic partners.<br><br>In addition, the role supports the CEO's communications and stakeholder relationships, tracks decisions and commitments through to completion, and handles confidential information with discretion. By keeping priorities, deadlines and follow-up actions on course, the Executive Assistant enables the CEO to focus on strategic leadership and helps FSD Uganda operate as a credible and accountable development partner. |

| KRA 1: Executive Office Management and CEO Support |
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| **Run a professional, responsive and well-organised CEO's office that reflects FSD Uganda's standards and values.** |
| • Manage the CEO's calendar, travel and logistics, resolving conflicts and keeping priorities and deadlines in view.<br>• Coordinate internal and external meetings for the CEO, including agendas, logistics, documentation and minutes.<br>• Prepare CEO briefing packs and meeting materials in a timely and accurate manner.<br>• Manage the CEO's routine correspondence, ensuring prompt acknowledgement and routing.<br>• Anticipate information needs, flag urgent issues and help the CEO stay focused on strategic priorities and stakeholder commitments. |

| KRA 2: Communications, Positioning and Brand Support |
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| **Support the CEO's communication, visibility and professional positioning with staff, Board members, donors, partners, regulators and other strategic stakeholders.** |
| • Support the CEO's professional social media presence, including drafting posts, scheduling approved content and monitoring engagement, in coordination with the Communications team and in line with FSD Uganda's social media and brand guidelines.<br>• Coordinate with the Communications team to support approved content and visibility initiatives for the CEO in line with FSD Uganda's communications strategy<br>• Draft and edit high-quality correspondence, talking points, speeches, presentations, concept notes and messages on behalf of the CEO.<br>• Work with relevant teams to prepare the CEO for external engagements, including media interactions, donor meetings, Board engagements and speaking opportunities.<br>• Ensure the CEO's communications are accurate, consistent in tone and messaging, aligned with FSD Uganda's mandate and compliant with its brand and style guidelines. |

- Work with the Communications team to identify opportunities for the CEO's visibility and thought leadership in inclusive finance, digital financial services, MSME finance and development finance.
- Prepare CEO updates for internal communication, partner engagement and strategic stakeholder follow-up.

**KRA 3: Stakeholder Engagement and Relationship Management**

**Coordinate the CEO's engagement with strategic stakeholders and ensure that relationships are managed professionally, respectfully and with timely follow through.**

- Maintain an up-to-date stakeholder contact database and engagement tracker, including key contacts, meeting history, commitments and next actions, in line with data protection requirements and FSD Uganda policies.
- Work with internal teams to prepare for the CEO's meetings with donors, Board members, government, regulators, private sector partners, development partners and FSD Network actors, ensuring that relationship history, prior commitments and key issues are accurately captured.
- Track commitments made by or to the CEO and follow up with internal teams and stakeholders to ensure they are met on time.
- Draft courteous and timely acknowledgements and follow-up messages to stakeholders on behalf of the CEO.
- Protect the CEO's time by screening and prioritising requests, escalating sensitive matters and ensuring stakeholder interactions are handled with discretion.

**KRA 4: Coordination, Information Management and Follow Through**

**Ensure that decisions, actions, deadlines and institutional priorities requiring the CEO's attention are tracked, reported and followed through.**

- Maintain action trackers arising from CEO meetings, EXCO & SMT engagements, donor discussions and strategic assignments, and coordinate with the Company Secretary on actions arising from Board engagements.
- Support preparation of Board documentation, maintain Board action trackers and coordinate follow-up on governance-related actions in collaboration with the Company Secretary
- Coordinate with the CEO's direct reports and relevant teams to obtain updates, prepare summaries and follow up on pending actions until closed.
- Prepare internal reports, dashboards and short executive summaries that help the CEO monitor progress, risks and decisions required.
- Ensure documents and records of the CEO's office are properly filed, version-controlled and easy to retrieve, in line with FSD Uganda's records management policy.
- Handle confidential information on sensitive organisational, staff, Board and partner matters securely, restricting access and storage to authorised persons only.

| Specifications for the Role |
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| **Qualifications:** |
| Bachelor's degree in communications, public relations, marketing, business administration, management, social sciences, development studies or a related field. |
| A postgraduate qualification or professional certification in communications, public relations, project coordination or executive administration will be an added advantage. |
| Advanced proficiency in Microsoft Office 365, including Outlook, Teams, Word, Excel and PowerPoint, with ability to use digital collaboration and document management systems. |
| **Relevant Experience:** |
| At least 3 years' relevant experience supporting senior executives, managing stakeholder communications, coordinating high-level meetings or working in executive office administration, preferably in a development finance, financial services or donor-funded organisation. |
| **Critical Technical Skills & Knowledge:** |
| Excellent written and verbal communication skills, with the ability to draft clear, polished and professional documents. |
| Ability to translate complex information into concise briefs, messages and presentations for senior leadership use. |
| High attention to detail, good judgement and strong organisational discipline. |
| High level of discretion, integrity and sound judgement in handling sensitive and confidential information. |
| Project coordination skills |
| Board and governance support experience |
| **Behavioural Competencies or Character:** |
| Initiative & Decisiveness - Level 2 |
| Innovation & Value Addition - Level 2 |
| Drive for Results - Level 2 |
| Relationship Building - Level 2 |
| Communication & Influencing for Impact - Level 2 |
| Thought Leadership - Level 2 |
| Learning & Resourcefulness - Level 2 |

| Additional Information |
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| **Location:** Kampala, Uganda |
| **Reports to:** CEO |
| **Supervises:** N/A |

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