Phoenix Space

Executive and Research Assistant

Job specification

Phoenix Space is an international education charity supporting young people affected by displacement and disadvantage. This role combines substantial research and analytical support with executive coordination and organisational administration.

Part-time consultancy • Indicative capacity 20 hours per week • Remote • Indicative fee £1,200 per month. Final fee, scope, availability, duration and terms are agreed in writing.

Position summary and purpose

The Executive and Research Assistant provides research, analytical, organisational and administrative support primarily to the CEO, with additional support to the COO and Finance Director, and the leadership team as agreed.

A substantial part of the role involves investigating questions, analysing information and preparing clear, practical briefings that help leadership make informed decisions. The assistant compares options, assesses evidence, draws conclusions and turns findings into concise recommendations, presentations and short draft proposals. They clearly identify uncertainties and information requiring further verification.

Alongside this work, the assistant coordinates calendars, meetings and travel, prepares correspondence and documents, follows up agreed actions and maintains organised administrative information. The purpose is to strengthen leadership's capacity to assess opportunities, prepare for discussions and move agreed priorities forward.

Key Responsibilities

Research analysis and decision support

- Carry out independent desk research on agreed questions, including scholarships, education opportunities, organisations, potential partnerships, countries and new initiatives.
- Compare eligibility requirements, funding coverage, costs, deadlines, accessibility and practical requirements. Organise qualitative and numerical findings in clear comparison tables and spreadsheets.
- Assess source reliability and currency, retain source links and distinguish verified facts from assumptions. Seek clarification from relevant institutions or colleagues when information is incomplete.
- Draw practical conclusions and prepare concise briefings setting out the question, findings, options, recommendation and outstanding questions. Flag constraints, risks and evidence gaps.
- Prepare first drafts of short proposals, concept notes, presentations and background papers from an agreed brief, working with the relevant programme or functional lead.

Executive and organisational support

Executive coordination and communications

- Coordinate calendars and meetings across time zones; arrange agendas, invitations and joining details, allowing time for preparation and follow-up.
- Prepare stakeholder and meeting briefings covering background, previous contact, relevant interests, discussion objectives and questions. Request specialist input from the responsible colleague where needed.

- Draft and edit correspondence, meeting follow-ups, presentations and other executive materials for review. Respond to routine enquiries within agreed authority and refer sensitive matters to the appropriate lead.
- Record agreed decisions, actions, owners and deadlines; follow up commitments and flag unresolved issues without taking over the named owner's responsibilities.
- Arrange approved travel and accommodation, prepare itineraries and coordinate practical logistics for meetings, workshops and occasional events.
- Coordinate signatures on approved final documents and retain signed copies in the correct location.

CRM information and knowledge management

- Maintain general CRM contact details, reminders, document links and administrative data quality; request substantive relationship updates from the relevant owner.
- Keep general Google Drive folders, naming conventions, templates, shared resources and archives organised. Help colleagues find the current approved document.
- Maintain a reusable research and briefing library with sources, dates and relevant context; flag findings that need updating before reuse.
- Support agreed organisational administration for the COO and Strategy Head, including scheduling, document preparation, recruitment coordination and defined application or event tasks.

Reporting priorities and working boundaries

The role reports to the COO for workload coordination and performance follow-through and primarily supports the CEO. Coo agrees priorities with CEO. Research assignments have an agreed question, output, deadline and time allowance, with protected capacity alongside recurring administration. Additional assignments are reprioritised or separately scoped when capacity is reached.

Leadership and programme leads retain strategic decisions, partnership commitments, budgets and programme delivery. The Finance and Operations Officer owns detailed compliance processes, formal due diligence, financial and HR administration, systems permissions and backup checks under COO's oversight. The assistant supports document preparation and filing within these processes.

Person specification and working arrangements

Essential skills and experience

- **Experience providing research, executive, project or comparable professional support,** with evidence of independently investigating questions and producing useful written outputs.
- **Strong analytical judgement**: able to compare information, interpret basic numerical data, assess source quality, identify gaps and draw practical conclusions.
- **Excellent written and spoken English,** with the ability to turn complex or incomplete information into clear briefings, recommendations and professional correspondence.
- Confident use of spreadsheets to structure and compare data, including basic calculations, sorting and filtering; confident use of Google Workspace, shared files and presentation tools.
- **Strong organisation and follow-through** across research assignments, calendars, meetings and administrative deadlines. Able to work independently, clarify an unclear brief and raise competing priorities early.
- Discretion and sound judgement when handling personal, financial, beneficiary and organisational information; reliable remote working across cultures and time zones.
- Ability to use CRM and task-management tools and maintain accurate, accessible records.

Desirable experience

- Experience in a charity, international education, scholarships, development or another relevant setting.
- Preparing opportunity assessments, stakeholder briefings, concept notes or short proposals for senior decision-makers.
- Supporting senior leaders with meetings, travel, correspondence and confidential information.

- Maintaining CRM records, research libraries and shared organisational resources; coordinating defined events or applications.

Ways of working

Working hours are flexible, with agreed availability during European working hours and advance communication about planned absence. Availability, invoicing, time recording and paid breaks follow the signed agreement and agreed HR arrangements, subject to applicable local requirements. Paid breaks sit within the agreed annual fee or paid-hours budget.

Access to information is limited to what the role requires. Confidential material is stored only in authorised locations, and concerns about safeguarding, data security or compliance are referred through the relevant reporting route.