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**JOB DESCRIPTION**

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| **JOB TITLE** | Chief Executive Support Officer/Personal Assistant | |
| **TEAM** | Senior Management Team (SMT) | |
| **REPORTS TO** | Chief Executive | |
| **POSTHOLDER** | TBC | |
| **SALARY SCALE** | £31,586 per annum, pro rata (NJC scale point 20) | |
| **CONTRACT** | Permanent | |
| **WORKING HOURS** | Initially 21 hours per week over 4 days Mon-Thurs (to include a combination of home, office and occasional community-based working in line with business need) | |
| **RESPONSIBLE FOR** | | |
| N/A | | |
| **JOB PURPOSE** | | |
| * To provide high level administrative support and assistance to the Chief Executive. * To provide efficient diary management for the Chief Executive and support with ensuring all policies, processes and performance indicators are embedded and adhered to within the organisation. * Full responsibility for supporting the Board of Trustees. | | |
| **MAIN RESPONSIBILITIES** | | |
| 1. To provide a full range of confidential personal assistant support to the Chief Executive. 2. Manage the Chief Executive’s electronic diary, make appointments, book rooms and handle other related requirements. 3. To provide secretariat support to SMT and other key meetings, taking minutes as required and coordinating and chasing up progress on action points as agreed. 4. Manage telephone and electronic enquiries, signpost to other team members if appropriate and answer enquiries on behalf of the Chief Executive as required. 5. Undertake other administrative tasks in support of the Chief Executive and SMT including word processing, filing and record-keeping, preparatory work for reports and presentations and supporting the organisation and administration of other meetings and events. 6. Maintain employee records on Breathe HR System. 7. Onboarding and offboarding administration for starters and leavers 8. Work with the Chief Executive to respond to any HR actions as necessary. 9. To be the first point of contact for external complaints, including acknowledgement and signposting to the appropriate Manager. 10. Coordinate the setting up of internal project groups to ensure all systems and processes are in place, including monitoring and recording progress. 11. Coordinate and assist with organisational performance reporting requirements in line with the business plan. This will include assisting the CEO and SMT with updating/maintaining performance and data records and producing data analysis reports. 12. To produce documents such as minutes, reports and action points to the agreed corporate standard/template and ensure the tracking and completion of follow up action as appropriate. 13. Undertake any other duties relevant to the level of the post as determined by the Chief Executive including support to the Board of Trustees as and when required. 14. Support the governance administration and planning of the organisation, including providing secretariat support to the Board including: preparing focussed agendas and distributing within an agreed timescale, checking that meetings are quorate, recording attendance, producing minutes and ensuring actions are followed up on appropriately. 15. To promote equal opportunities (in terms of race, religion, gender, sexual orientation, disability and other forms of discrimination) through all aspects of Community First Yorkshire’s work. 16. To be aware of and implement health and safety responsibilities as an employee. 17. To be aware of and implement Community First Yorkshire’s safeguarding responsibilities and duties. 18. To maintain a good level of understanding and information on related Community First Yorkshire products and services and to work closely with colleagues across the organisation. 19. To embrace and embody Community First Yorkshire's values in how the role is delivered, in particular teamwork and collaborative and generous working behaviours. | | |
| **QUALIFICATIONS** | | |
| **Essential**  Educated to A level standard or equivalent.  **Desirable**  ECDL or RSA Stage II Typing/Word processing or equivalent. | | |
| **KNOWLEDGE, SKILLS AND EXPERIENCE** | | |
| **Essential** | | **Assessment** |
| 1. Methodical and highly organised. | | CV/Interview |
| 1. Excellent customer service skills and the ability to resolve problems. | | CV/Interview |
| 1. Able to act with complete confidentiality, and with regard to sensitivity of information. | | CV/Interview /Assessment Task |
| 1. Excellent communication and interpersonal skills, oral and written. | | CV/Interview/Assessment Task |
| 1. Excellent IT skills, experienced in the use of Microsoft Office (Word, Excel, PowerPoint) and email (Outlook) to an advanced level | | CV/Interview/Assessment Task |
| 1. Able to prioritise workload, work to deadlines and under pressure at a fast pace. | | CV/Interview/Assessment Task |
| 1. Experience of dealing with a wide variety of issues simultaneously | | CV /Interview |
| 1. Positive work ethic: professional, enthusiastic, dependable, diplomatic, conscientious | | CV/Interview |
| 1. Ability to work flexibly, on own initiative and effectively as part of a team | | CV /Interview |
| **Desirable** | | **Assessment** |
| 1. Relevant experience of working in an administrative and/or personal assistant role. | | CV /Interview |
| 1. Experience of administering Board or committee meetings including setting agendas, researching and preparing reports and taking minutes | | CV /Interview |
| 1. Experience of working in the Voluntary Sector and an understanding of the issues and challenges it faces. | | CV / Interview |
| **OTHER REQUIREMENTS** | | |
| Driving Licence Access to own transport for business travel is essential.  Travel Mainly office and home working, with travel across Yorkshire on occasion. Business mileage expenses will be reimbursed.  Flexible Working The willingness and ability to work flexibly, adjusting normal working hours to meet business need when required. The role will require attendance at board meetings which may on occasion involve some evening work, typically between 5-7pm.  DBS Check Not applicable. | | |