

Citizens Advice Staffordshire North

Job Title: Executive Support Officer

Salary: £30,709

Reporting to: Finance and Compliance Manager

Purpose of the job

The Executive Support Officer will provide executive level support to the Chief Executive Officer and the Senior Management Team. At Citizens Advice North Staffordshire, we strive to be the People's Champion, in line with our national charity values. This role will be pivotal in providing day to day support to assist the CEO and Senior management team to focus on the following priorities:

- strategic developments in the delivery of advice and advice services
- developing new services designed to support hard-to-reach client groups
- uphold relevant quality standards and help to achieve our Corporate Plan objectives

Reporting to the Finance and Compliance Manager you will be responsible for the effective management of the CEO's schedule ensuring all priorities are met. The role involves coordinating meetings, travel and communication and maintaining a professional focus amidst changing priorities. You will be the primary point of contact, handling correspondence with discretion and fostering positive relationships across the whole organisation. Managing and leading the reception team, ensuring that all visitors to the charity are greeted in a professional and timely manner.

A fantastic opportunity to join an established and nationally respected charity at a time of genuine transformation.

Flexibility is a key characteristic of all our posts, and the post-holder may be asked to carry out other tasks consistent with the grade from time to time.

Equality and Diversity:

All staff members are expected to demonstrate a commitment to equality and diversity. We recognise and celebrate the positive value of diversity, promote equality and challenge discrimination.

Responsibilities:

1. Provide executive support to the CEO, including but not limited to; monitoring email communications, managing diary appointments, organising meetings, manage room bookings, preparing and circulating meeting agendas, taking minutes, and attending external partnership meetings as required.
2. Providing executive support to the Trustee Board as and when required.
3. Liaise with Heads of Service to prepare briefing notes for CEO in preparation for external interviews.

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4. Liaise with Communication Officer to ensure all internal and external communications are signed off by the CEO prior to sending out.
5. Assist CEO & Heads of Service in dealing with external complaints.
6. Support CEO to ensure all records with Companies House are accurate and up to date.
7. The main point of contact for the reception team and front of house facilities, including ground floor interview rooms.
8. Responsible for all aspects of people management for the reception team including scheduling, performance review, managing attendance, conduct and behaviours.
9. Coordinate the housekeeping and cleaning team ensuring all facilities maintain a high standard of cleanliness.
10. Ensure policies within the OPPM are reviewed by the relevant manager and submitted to the Trustee Board for review within appropriate timescales.

Person Specification:

Qualifications

- Possess education equivalent to degree level or have relevant experience in a similar role

Essential

- Experience of supporting Senior leaders, Trustees and other prominent Senior stakeholders
- Confident and competent in the use of Microsoft office applications with the ability to undertake administrative tasks and create resources electronically

Knowledge and Experience

- Experience of working on own initiative
- Experience of line management and related activities
- Experience of a role that requires multi-tasking to adapt to changing timescales and priorities

Skills

- Ability and confidence to communicate effectively both verbally and in writing
- Ability to work to deadlines and targets and able to prioritise tasks whilst under pressure
- Ability to behave confidentially with professionalism and integrity
- Excellent organisational skills
- Excellent attention to detail

Personal Qualities

- Confident, efficient and professional
- Willingness to take on new tasks and develop professionally

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- Adaptable to change
- Responsible and responsive attitude