

CHILDREN'S HOSPICE ASSOCIATION SCOTLAND

JOB DESCRIPTION

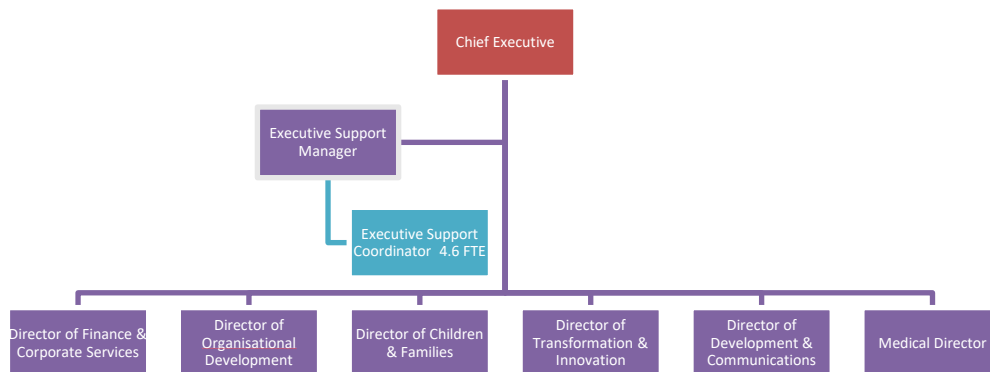
1. JOB IDENTIFICATION

Job Title: <u>Executive Support Coordinator</u>	Job Family: <u>Admin</u>
Location: <u>Head Office</u>	Responsible to: <u>Executive Support Manager</u>
Salary: <u>CHAS Band 4</u>	

2. JOB PURPOSE

This role will assist the Executive Support Team (EST) to deliver excellent management and strategic support to the Chief Executive, members of the Senior Leadership Team (SLT) (and in particular the Director of Development & Communications) and other senior managers.

3. ORGANISATIONAL POSITION



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4. MAIN TASKS

- Executive Support
- Diary and Time Management
- Meeting Support
- Information Systems and Reporting
- Strategic Planning
- Policy Review and Development

5. JOB ACTIVITIES

Executive Support

- Oversee the provision of local Head Office induction, orientation and training for new hospice staff and volunteers, ensuring that they are aware of the standards set by CHAS.
- Provide administration support to initiatives, projects or project groups including quality work, CHAS Corporate Induction Days and organisational change projects.
- Support the work to review and update the CHAS Risk Management Plan, including timetable for circulation to the Senior Leadership Team (SLT), Committees and the Board.
- Identify, develop and maintain administrative procedures, protocols and guidelines for own working area and creates excel databases and spreadsheet for work as required.
- Source and gather information to assist in prioritising and supporting the workload effectively.
- Support the Director in undertaking staff surveys and supports any development work required thereafter.
- Supports the Board recruitment and induction process.
- Plans and administers the annual Board Performance Review process.
- Develop and maintain supportive, co-operative working relationships with all staff and volunteers in CHAS.
- Act as an ambassador for CHAS when developing external relationships with all stakeholders.
- Create documents as requested using Microsoft Office eg letters, reports and spread sheets, ensuring compliance and branding of all CHAS documentation.
- Creates, maintains and updates information on the intranet on the relevant news and team pages.
- In collaboration with other administrative colleagues contribute to the general administrative support within Head Office, as part of the wider administrative team.
- Welcome internal and external visitors in a friendly and professional manner and direct them to an appropriate staff member as required, including liaison with other departments in a timely manner.

Diary and Time Management

- Organise and manage the diaries of senior managers (, and in particular the Director of Development & Communications) with a logical, common-sense and consistent approach to maximise on their time to ensure deadlines are met and objectives achieved. Ensuring that diaries and staff are kept up-to-date with

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details of meetings, appointments and deadlines and they are notified of appointments and bookings in advance.

- Managing to do and action lists and prompting for deadlines for the EST.

Meeting Support

- Draft and finalise meeting papers and reports for relevant senior managers and various meetings.
- Attend and transcribe formal meeting minutes and notes for meetings as required.
- Responsible for the timely preparation and circulation of agendas, action notes, minutes of meetings, meeting dates and rescheduling meetings and therefore adjusting plans when required.

Information Systems and Reporting

- Support the development of frameworks for reporting on projects across CHAS.
- Support the development of effective and efficient administrative systems and processes, creating new and more efficient ways of working including the development and implementation of administrative processes which may span CHAS services.
- As guided by the Executive Support Manager, undertake projects, background research, prepare reports, briefing papers and internal communications as required on issues across the range of CHAS's activities to support key strategic and operational issues relevant to the senior managers.

Strategic Planning

- Responsible for updating various operational plans with current progress.
- Support the process of completing the annual strategic monitoring reports, ensuring that all reports accurately evidence the outcomes.

Policy Review and Development

- Supports the review, development and successful implementation of policies, procedures and guidance as required.

Finance Support

- Authorised signatory for up to £500
- Responsible for coding team invoices and preparing for signature and dealing with any queries.
- Responsible for reconciling the credit card statements where appropriate.
- Responsible for completing the expenses for senior managers (and in particular for the Director of Development & Communications) and the Board.
- Provide administrative support to the statutory funding request process.
- Responsible for checking transaction listings for the team.
- Assist with the preparation and distribution of invoices for local authority and health board funding. Scheduling any follow ups required to ensure payments from all local authorities are received.

Compliance

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties.

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- Responsible for complying with the CHAS Information Governance Policy and associated procedures and co-operate with CHAS in complying with its legal duties.

6. DIMENSIONS

Line Management

- The post is line managed by the Executive Support Manager and provides support to the senior managers (listed in section two above).
- Line Management is provided via weekly huddles, monthly team meetings and by an annual appraisal and informal meetings when required.

Volunteers

- Provide supervision, support, advice and encouragement to Head Office volunteers, ensuring that organisational standards are maintained.
- Provide training in administrative tasks to Head Office volunteers as required.
- Allocate work of the EST as appropriate to volunteers taking account of the individual's skills and abilities ensuring the volunteers deliver a quality service and feel valued.

7. KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge

- Higher National Diploma level qualification in Administration or equivalent experience.
- Demonstrable knowledge of administrative practices and procedures.
- Demonstrable working knowledge of the Microsoft Office suite packages, with specific experience of outlook, word and excel. The ability to use other types of software would be beneficial.
- Knowledge of project management principles.

Skills and Abilities

- Advanced keyboard skills.
- Excellent communication skills.
- First class judgement, decision making skills with ability to work under pressure with minimal supervision.
- Highly developed planning and organisational skills, with a keen eye for detail and commitment to providing a high quality service.
- Ability to interact positively with people at all levels with excellent verbal and written communication skills.

Experience

- Demonstrable experience of managing a complex workload, where there are known competing demands and constant interruptions to the work pattern, which require the workload to be prioritised.
- Experience of working in the public or voluntary sector and of working with volunteers would be beneficial.
- Experience of working with complex diaries of senior managers

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Personal Attributes

- Resourceful and enterprising, with a positive attitude to challenges and change.
- Ability to work closely with volunteers and to recognise their contribution.
- Commitment to core vision and values of CHAS.
- Friendly and outgoing with the ability to interact positively with people at all levels.
- Willingness to travel between CHAS sites as required.

8. DECISIONS AND COMMUNICATIONS

Decisions

- Within the management structure of the EST and CHAS, work is generated by senior staff and allocated by the Executive Support Manager.
- The post holder generally works with a significant degree of autonomy but is guided by CHAS policies, procedures or regulations. The Executive Support Manager is available for reference and outcomes are agreed at one to one and SRD meetings.
- The post holder is required to make judgements and assessments on a range of issues where there may be more than one solution to a problem/issue.

Communications

- Provides and receives complex information orally, in writing or electronically to inform work colleagues, volunteers, the public or other external contacts, strong negotiation skills may be required.
- In performing this role, the post holder frequently has contact with all members of the Senior Leadership Team (SLT) ; the Board; all Managers, Head Office staff; all administrative staff as well as donors and supporters..
- From time to time have contact with children, young people and their families (incidental contact); other charitable organisations; funders; donors; supporters; Local Government; Scottish Government.

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties.

9. SPECIAL CONDITIONS

Equipment

- Office paper based and electronic filing system.
- On a daily basis, is required to use general office equipment and video conference equipment.
- On a daily basis, is required to use the following IT systems and packages; Microsoft Office (Word, Excel, Outlook, Project, Visio) CHAS IT systems including CHASCare, the Intranet and the Internet.
- Observes a duty of care to all equipment used in the course of CHAS business

Working Conditions

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- Working at a PC for the majority of the day therefore working conditions are normal office environment.

Physical Effort

- There is a frequent requirement to be seated to use a computer for the majority of the day.
- Occasional manual lifting and handling of display equipment when attending meetings and events.
- Occasional requirement to drive/travel to internal/external meetings and events.

Mental Effort

- Regularly required to concentrate while audio typing, producing documents, typing up formal minutes etc. in a role where interruptions are regular and the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare.
- Contact with babies, children and families using the service is minimal.

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PERSON SPECIFICATION

EXECUTIVE SUPPORT COORDINATOR, HEAD OFFICE

Attributes	Essential	Method of Assessment
Education, Qualifications and Training	<ul style="list-style-type: none"> ▪ Higher National Diploma level qualification in Administration or equivalent experience. ▪ Demonstrable knowledge of administrative practices and procedures. ▪ Knowledge of project management principles. 	Application Form Interview
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> ▪ Demonstrable working knowledge of the Microsoft Office suite packages, with specific experience of outlook, word and excel. ▪ Excellent communication skills. ▪ First class judgement, decision making skills with ability to work under pressure with minimal supervision. ▪ Highly developed planning and organisational skills. ▪ Ability to interact positively with people at all levels. 	Application Form Interview
Experience	<ul style="list-style-type: none"> ▪ Demonstrable experience of managing a complex workload ▪ Experience of working with complex diaries of senior managers ▪ Experience of working in the public or voluntary sector and of working with volunteers would be beneficial. 	Application Form Interview
Personal Qualities	<ul style="list-style-type: none"> ▪ Resourceful and enterprising, with a positive attitude to challenges and change. ▪ Ability to work closely with volunteers and to recognise their contribution. ▪ Friendly and outgoing with the ability to interact positively with people at all levels. 	Interview
Other Requirements	<ul style="list-style-type: none"> ▪ Willingness to travel between CHAS sites 	Application and interview