



Children's Hospices Across Scotland

JOB DESCRIPTION – EXECUTIVE SUPPORT MANAGER

Job Details

Job Title – **Executive Support Manager**

Location – **Edinburgh with travel to other CHAS sites**

Responsible to – **Chief Executive**

Salary – **CHAS Band 7**

Job Family – **Non-Care Manager**

Job Purpose

The Executive Support Manager will provide expert level administrative leadership and governance support to the Chief Executive, Senior Leadership Team including the company secretary and the Board of Trustees. The role will also lead and manage the Executive Support Team (EST) and undertake the management of ad-hoc projects as directed by the Chief Executive.

Main Tasks

- Efficient organisation, management, provision of secretariat support to and follow up to a range of meetings including the Senior Leadership Team (SLT), Board and subcommittees
- Provision of specific governance support to the company secretary including the maintenance of the company books
- EST day to day line management and leadership

Job Activities

Executive Support to the Chief Executive and Company Secretary

- Ensure the provision of strategic administrative support for meetings, Chief Executive presentations and organisational reporting
- Proactive diary management for the Chief Executive including resolving meeting conflict and handling multiple requests and engagements
- Proactively manage the preparation of agendas and draft papers in advance of meetings
- Draft documents, letters and presentations for the Chief Executive, Chair of the Board and Company Secretary
- Responsible for devising, developing, implementing, managing and evaluating all administrative processes for the EST and those which support the SLT
- Full travel arrangements and expenses management for the Chief Executive
- Attend high level, complex and sensitive meetings, transcribe and review formal meeting minutes and notes including the Board, Governance Committees and the SLT

- As Information Asset Officer (IAO) representing the SLT, Executive Support and the Board lead and foster a culture that values, protects and uses information appropriately
- With delegated authority, lead the development and management of the Chief Executive expenditure budget
- Develop a plan for the digitisation of governance processes including Board and SLT papers

Governance

- Provide Company Secretary assistance and support, managing and documenting key governance and statutory functions and activities to fulfil all legal requirements e.g. Annual Returns, contracts register, filing of resolutions adopted at Annual General Meetings, any other filings required to be made with the Office of the Scottish Charity Regulator (OSCR) and Companies House
- Regularly review and monitor developments in legislative, regulatory and corporate governance that might affect CHAS, ensuring these are identified to the Company Secretary and Chief Executive, with associated recommendations to inform decision making
- Work with the company secretary to review the constitution in line with relevant legislation
- Support the Company Secretary in ensure that CHAS pursues its objectives as defined in its governing document and applies its resources exclusively in pursuance of these objects
- Leads on the arrangements for convening the Annual General Meeting including planning, preparing and distributing materials and ensuring the smooth running of all formal business including the election of Directors and Members
- Lead the EST in the succinct co-ordination of the organisation's annual business cycle of various governance meetings and forums
- Lead the support of the Board's succession planning, recruitment and induction processes
- Lead the support of effective implementation and application of the Scheme of Delegation, working with the Company Secretary to update where/when necessary
- Lead on the review and update the Governance Pack for Trustees as necessary

Team Leadership/Management

- Develops and leads a clear PA/Executive support best practice guide which is launched within the EST and includes clear owners, deliverables and objectives
- Gains commitment within the EST on all areas within the implementation plan for the best practice guide
- Lead and line manage the EST and ensure effective performance management is in place with clear objectives and development plans in place
- Develop the team to ensure provision of administrative and PA support is available across the SLT
- Develop, implement and monitor a set of Key Performance Indicators for the EST
- Contributes to the broader organisation ensuring all activity is of high quality
- Has a strong understanding of the Chief Executive and SLT agenda and ensure Executive support is linked to assisting and supporting this
- Responsible for the recruitment, training, professional development and objective setting of the EST
- Responsible for coaching all EST staff in adhering to and monitoring compliance with the CHAS Health and Safety Management Policy and Information Governance Policy and associated procedures
- 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

- As IAO for the Chief Executive and SLT, be responsible for compliance with CHAS Information Governance Policy and associated procedures
- As delegated by the Chief Executive lead and manage ad hoc project work

Health and Safety

- Responsible for coaching staff, adhering to and monitoring compliance with the CHAS Health and Safety Management Policy and associated procedures and co-operating with CHAS in complying with its legal duties

Information Governance

- Responsible for coaching staff, adhering to and monitoring compliance with the CHAS Information Governance Framework and associated policies and co-operating with CHAS in complying with its legal duties

Dimensions

Line Management

- Line manage the EST in supporting the SLT in the delivery of their objectives
- Ensure the EST provides a flexible resource to deliver a smooth service to the Chief Executive, SLT and Chair of the Board
- Oversee the line management responsibility for a team of 4.6 WTE

Financial

- Authorised signatory £1,500
- Budget holder for the EST
- Contributes to compiling relevant budgets
- Responsible, with the delegated authority, for monitoring the group management accounts in relation to the Chief Executive budget

Volunteer Engagement

- When required provide supervision, support and advice to EST volunteers, ensuring that organisational standards are maintained
- Appropriately allocate work of the EST as appropriate to volunteers taking account of the volunteer's skills and abilities

Decisions and Communications

Decisions

- Works with a high degree of autonomy within the agreed management structure of CHAS and makes autonomous decisions
- Takes recruitment and line management decisions for the EST, ensuring objectives are set and individual skills are utilised appropriately and that organisational standards are maintained
- Use expert analytical skills to assess problems and understand complex situations or information and operates with highly competent judgemental skills to formulate solutions and recommend or decide on the best course of action
- Responsible for making rapid and accurate assessments of urgent/complex situations, provide solutions and avoid disruptions, in order to meet deadlines

Communications

- Regularly communicates highly complex and sensitive information to all staff, where persuasive, motivational and influencing skills are required. This may be because agreement or co-operation is required or because there may be barriers to understanding
- Presents and communicates routine and complex information to a variety of stakeholders
- In performing this role, has frequent contact with the SLT, and all other department management teams, staff and volunteers across CHAS and the Board
- Act as an ambassador for CHAS when developing external relationships



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PERSON SPECIFICATION – EXECUTIVE SUPPORT MANAGER

Education, Qualifications, and Training

Essential

- Educated to degree level or equivalent level of theoretical knowledge
- Project management certificate e.g. Prince2 Foundation certificate
- Expert knowledge of models of improvement, evaluation theory and developing outcomes and indicators
- RSA level three or equivalent (advanced keyboard skills)

Desirable

- None

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- Working knowledge of Company Act, Company Law and Charity Law
- Demonstrable advanced knowledge of a full range of administrative and organisational policies and procedures
- Excellent planning and organisational skills, with expert project management skills and conversant with project management techniques and tools
- Confident and competent IT user including use of Microsoft Office programs and familiarity with design software package

Desirable

- None

Method of Assessment – Application Form and Interview

Experience

Essential

- Experience and knowledge of facilitating strategy development and reviewing structures with a view to recommending improvements.
- Experience of reporting to and working with, directors and senior leaders, trustees and other prominent senior stakeholders
- Experience of developing a partnership of support for strategic planning and converting agreement into action.
- Experience of good governance practices and supporting a Company Secretary
- Demonstrable experience of planning and leading projects

Desirable

- At least five years proven experience of project management on a comparable scale

Method of Assessment – Application Form and Interview