



Role Profile

Role:	Executive Support Officer to CEO
Reporting to:	People and Resources Manager
Has Reporting:	None
Salary Band:	D- £24,651
Duration:	Permanent- Full Time
Location:	Findhorn/Home working

Trees for life - context

The Trees for Life vision is of a revitalised wild forest in the Scottish Highlands, providing space for wildlife to flourish and communities to thrive. Our core mission is to rewild the Scottish Highlands by enabling the restoration of the globally unique Caledonian Forest which once covered much of Scotland. Integral to our success is the involvement of people.

Overall Purpose of the Job

A key supporting role to the executive team, especially the Chief Executive Officer, providing high level assistance to ensure the organisation is as effective as possible and that the CEO, the senior managers and the Board are well supported. The role also oversees the office administration and ensures buildings and assets are responsibly managed.

The post holder will work alongside the senior managers, the People and Resources Manager and the Chair of the Board of Trustees on specific key initiatives.

The postholder is required to liaise with key external stakeholders and to represent the Chief Executive Officer at certain times.

Key Liaisons

The key focal points for internal liaison are: the Trees for Life CEO; the senior managers (Head of Fundraising and Engagement, Head of Conservation Projects, Head of Finance and Systems, Rewilding Centre Director, Dundeggan Conservation Manager and Conservation Development and the staff team.

Externally, key liaisons are with: key partner organisations; major donors and; some contractors or consultants.

This role will report to the People and Resources Manager.



Scope, Accountability and Resources

The main scope of this post is to ensure that the CEO is well supported and is focused on their priorities while also supporting the wider senior management team and Board. The Executive Support Officer will provide liaison and communication through the CEO and ensure the delivery of key pieces of work by team members.

This post will oversee the management of office resources and is the first point of contact for all maintenance to the Findhorn office and arranging repairs as necessary.

Additional accountability relates to the effective governance of the organisation, ensuring the statutory and best practice requirements in terms of reporting are complied with, including ensuring up to date information is sent to OSCR and Companies House.

Key responsibilities

Supporting the CEO by dealing with key tasks and helping to organise his workload, taking own initiative where necessary:

- Undertaking delegated critical aspects of the CEO's workload with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the charity.
- Managing the day to day work of the CEO, including diary management, organising meetings and ensuring the CEO is briefed on critical aspects of their workload
- From time to time may be required to represent the Chief Executive both internally and externally, representing the charity and/or the CEO
- Effective forward planning, diary and time management to ensure that the CEO's demanding schedule is accurate and up to date, including coordinating and arranging travel plans
- Dealing with all correspondence promptly and effectively, including incoming mail, meeting requests, telephone calls as well as internal requests for meetings/input
- Screening calls and enquiries in an assertive and friendly manner
- Sourcing information from other staff to support the CEO in his work, especially with external stakeholders.
- Undertaking background research across a wide range of subjects and presenting findings.
- Preparation and collation of papers and information to ensure that the Chief Executive is fully briefed and equipped for all meetings
- Organise internal and external meetings

Supporting Senior Management and the Board by ensuring they are supported, have the information they need and have someone who can oversee or undertake critical tasks

- Providing support to the senior managers and Chair of the Board of Trustees as appropriate
- Planning, preparing for and note taking of the regular management team meetings
- Undertake critical tasks and research key issues, producing briefing papers if required
- Prepare agendas and take minutes/action points

Relationship management

- Managing contact details through a CRM database
- Acting as the first point of contact for a wide range of high-level external contacts including donors, politicians, landowners and key supporters, ensuring an effective and professional relationship is developed and maintained with them
- Dealing with enquiries that require a response from the CEO, working with them and across the team to ensure any matters are resolved and good relationships are developed and maintained.
- Writing and completing drafts for communications with key stakeholders
- Maintain and develop positive relationships with key partners and stakeholders
- Ensure regular contact with existing and potential major donors, organising regular contact with the CEO as appropriate.

Supporting the Board and wider governance support

- Acting as the company secretary for the charity and associated companies, ensuring all statutory requirements and reporting are fulfilled.
- Taking minutes of quarterly Board meetings, providing associated support to the Chair and trustees.
- Producing documents, briefing papers, reports and presentation for senior managers, wider staff and external stakeholders
- Prepare agendas and take minutes/action points

Organisational development

- Work closely with the administrative team, especially the People and Resources Manager, to ensure best practice, share ideas and knowledge and provide broader administrative support to this team.
- Perform other duties which may reasonably be assigned to them by their manager.
- Develop and maintain a digital and paper filing system across the organisation.
- Support the Findhorn office infrastructure, looking after utilities, cleaning and equipment contracts and lease agreements.
- Liaise with the Findhorn Landlord regarding changes to tenancy agreements.
- Accurately record items in archive storage and ensure correct disposal of documentation in line with data protection regulations.

Person Specification

Knowledge & Expertise

- Good all round education, ideally with a SVQ level three, or equivalent, in a related subject (e.g. business administration, potentially IEAA accredited)
- Expertise in managing another person's workload and priorities
- Knowledge of current online tools for time management, booking meetings and prioritising workload
- Knowledge of and expertise in the use of CRM databases

Skills & Competencies

- Excellent IT and information management skills.
- Proven administration skills
- Excellent communication and advanced writing skills
- Outstanding Organisation and time management skills
- Competent in multi-tasking

Experience

- At least three year administrative experience
- Previous experience of providing support at senior manager or CEO level
- Experience of using Microsoft Windows applications (Microsoft Word, Excel, G Suite, Outlook, and PowerPoint).
- Experience if including setting up, maintaining and reviewing administration systems
- Taking of effective minutes.

Personal Attributes

- Assertive and supportive approach to colleagues
- Ability to manage confidential and sensitive information appropriately
- Discrete and trustworthy
- Innovative thinking and problem solving skills
- Ability to handle sensitive situations with discretion and tact
- Ability to prioritise and deliver against a diverse workload
- Resilience in stressful situations
- Alignment with Trees for Life's values and ethos
- Demonstrable enthusiasm for the natural world

Working conditions/ Special demands

- Some flexibility in terms of hours, plus some occasional out of hours working.