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| **Role Description**Executive Support OfficerV1.0 – June 2021 |
| **General Information** |  |
| **Job Title: Executive Support Officer (ESO)****Department: Executive Support** | **Reports to: Chief Executive Officer** |
| **Name of Job Analyst:**  | **Date completed: 03 June 2021** |
| **Date Evaluated: June 2021** | **Grade: TBD** |

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| **Job Purpose** |
| The Executive Support Officer provides efficient, high quality and proactive support to the Board, CEO and the Senior Leadership Team at Blue Triangle. The post holder coordinates and oversees a diverse portfolio or corporate activities including central support reception and customer service, committee management, compliance and regulatory reporting, policy & procedures, and risk management. This critical role will support the organisation in achieving our mission and values and is responsible for represent the CEO in all they do, reflecting the values of our organisation in every interaction and communication. |

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| **Key Accountabilities** |
| The ESO is responsible for supporting the Director of Corporate Services:* **Board & Committee Management**: Manage the coordination and administration of the management committee including all board committee meetings, ensuring consistency in approach to papers, minutes, meeting notes, and action logs, recognising the board want to see a single action list across all meetings
* **Policies & Procedure Management**: Manage the portfolio of policies and procedures across the organisation, bringing consistency in the levelling of information in all documentation, using model documents as far as possible, sourcing advice and insights from membership bodies, ensuring that review cycles are in place, and working with the L&D Manager and Communications & Engagement Manager to ensure all policies are effectively trained/cascaded out into effective working practice.
* **Risk Management**: Manage the organisational risk register and the levelling of risks at board, committee, and programme level. Ensure that risks have closure or mitigation actions that are owned and are being completed. Ensure that processes are in place for identifying and reporting on new risks and/or on any change to risk profile (increasing or decreasing).
* **Compliance Management**: Manage the key compliance-related processes including FOI Requests, Complaints, Data Access Requests, Board Governance, Regulatory Returns and Regulator Information Requests. Ensure that all processes and responses are managed effectively and in line with legislation and guidance, seeking legal advice where required.
* **Corporate Action Tracking**: Manage a single register/log that tracks all Corporate Actions, including from Board & Committee Meetings, Internal Audit Reports, Corporate Risks, and to meet any Compliance and Regulatory requirements.
* **Funding Coordination**: Track new sources of Trust & Foundation Grant funding using Grant Finder, add to the Funding Pipeline to be qualified In or Out as a potential source of funding for new service developments, and support the coordination of Funding Bids across the Bid Team allocated to each opportunity.
* **Tender Coordination**: Track new Public Tenders using PCS Scotland, add to the Opportunity Pipeline to be qualified In or Out as a potential new service contract, and support the coordination of Tender Responses across the Bid Team allocated to each opportunity.
* **Regulatory Reporting**: Coordinate all required reporting and updates to SHR, OSCR, Care Inspectorate, and SSSC in line with annual calendars or as incidents or events require. Ensure our records held with each regulator remain accurate.
* **Central Support Reception**: Manage our ‘first contact’ presence in a physical sense in Central Support, via our corporate phone number, and through other corporate contact channels such as e-mail.
* **Administration Support**: Provide administration support to the Senior Leadership Team with first line management to the corporate support administers/apprentices.
* **Executive Support:** Provide ad-hoc support to CEO and Director of Corporate services as require for diary management and scheduling.
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| **Knowledge, Qualifications, Experience (Person Specification for a fully competent job holder)** |
| The following criteria are considered essential:* educated to degree level or equivalent experience
* experienced in operating in a fast-paced Executive Support environment, being a calm head and safe pair of hands to get things done.
* excellent prioritisation skills across a live portfolio of work.
* excellent communication skills, both verbal and written.
* comfortable with engaging and representing the CEO with multi-stakeholders including Regulators, Board Members, Senior Client Stakeholders, Senior Partners, Senior Suppliers, and Internal Staff and the People We Support.
* excellent organisation and administrative skills, comfortable with using technology to prepare high quality documents and manage the critical tracking, reporting, and coordination tasks associated with the role.
* carry the gravitas and humility to be a proactive linchpin in joining dots across Central Support, being recognised as an ever-helpful Go To person to source information and provide solutions.
* significant emotional intelligence to adjust style and approach to different circumstances, at all times representing the CEO and living out our values to all internal and external stakeholders.
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| **Communication Skills** |
| * Exemplary written communication, verbal communication, and presentation skills, representing the CEO with internal and external stakeholders.
* Emotional intelligence to adjust style and message for different audiences and circumstances.
* Remaining calm and being a safe pair of hands, including in communications and tone.
* Adept at communicating across teams to help join the dots and keep everyone on the same page.
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| **Autonomy and Decision Making** |
| Guided by the CEO in all areas of work, but is:* Trusted to get on with the job and make decisions to get things done.
* Responsible for supporting the CEO and SLT to be as efficient and effective as possible, being proactive in developing solutions wherever needed.
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| **Responsibility for the Work of Others** |
| * As a central resource, working for the management committee the ESO will work with a diverse range of internal and external stakeholders. With direct line management of corporate support administrators/apprentices, the ESO will oversee, mentor, guide and advise these individuals.
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| **Responsibility for Financial Resources**  |
| * No direct budget responsibility but responsible for supporting the CEO in making financial decisions by providing accurate data and information at all times.
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| **Responsibility for Data and Information** |
| * Responsible for commercially sensitive information.
* Responsible for contractual information.
* Responsible for partner sensitive information.
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| **Responsibility for Service Users and Other People** |
| * No direct responsibility for the welfare of the people we support.
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| **Analytical Thinking and Problem Solving** |
| This is a senior support position, so exemplary analytical skills are a given in:* analysing complex data and preparing reports in Excel and other formats.
* preparing written reports that summarises complex strategic or policy reports.
* assessing public data sources and rapidly identifying information to be discussed with the CEO and SLT.
* being proactive and thinking on feet to propose solutions to problems that arise in the normal course of business.
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Note: I have left out Mental Concentration, Physical Demands & Effort, and Emotional Demands from this Role Description. These sections can be added as required for Job Evaluation purposes, IF deemed relevant.