

Job Description

POST TITLE:	Executive and Central Support Officer (EA)
HOURS OF WORK:	28 Hours per week (evenings and weekends as required)
SALARY:	£27,636 – £29,736
RESPONSIBLE TO:	Executive Director/SMT
BRIEF DESCRIPTION:	Healthy n Happy Community Development Trust (HnH) Vision is to make Cambuslang and Rutherglen the healthiest and happiest places to live in Scotland. We are an ambitious, energetic and successful community led organisation.

The key purpose of this role is to:

- be responsible for the organization and coordination of all our workplaces and associated functional operations, procedures, systems and resources to facilitate organisational effectiveness and efficiency.
- support several business areas including office management, event management, facilities management (for our 3 locations) and general operations and supplier management (including Finance, HR, IT, Health & Safety & Governance). Deliver and maintain a standard of excellence in both customer and client service at all times.
- work pro-actively using strong project management and problem-solving skills, including managing change, troubleshooting and identifying and implementing continuous improvements in systems, processes and corporate functional areas.
- Provide consistent high quality Executive Assistant support to the Senior Management Team (Executive Director, Operations Director and Enterprise Director) and to the Senior Team Leaders to ensure the organisations' administrative and operational responsibilities are met.

Main duties and responsibilities:

1. Office, Facilities and Event Management

- 1.1 Manage all HnH location processes, systems and suppliers (office, venue and retail unit). Oversee facilities and streamline administrative activities to ensure day to day running of our locations is smooth and efficient.
- 1.2 Act as functional point person for the senior team with internal and external stakeholders. This could include local government, elected officials, key suppliers and partners, all staff, participants, volunteers and members of the public. Respond to all enquiries with the highest levels of service excellence.
- 1.3 Be the lead for contract management and supplier relationships and addressing unsatisfactory vendor services.

- 1.4 (Co-) Plan and organise team and organisational events (e.g. Christmas / monthly social or other events / parties), development days, ad hoc team events, client and networking events.

2. Systems and Processes – Review & Continuous Improvement

- 2.1 Creating daily improvements across all the functions – this role will lead on the assessment and improvement of organisational/business processes.
- 2.2 Identify and recommend upgrades to our processes, software and tools so we develop and implement effective systems to enhance organisational function.
- 2.3 Manage and deliver projects (from inception to completion) that improve delivery, increase efficiencies, cost effective solutions and add value to our operations.
- 2.4 To achieve the above this will include:
- a) undertaking regular research from diverse sources and providing business case recommendations to inform/advise decision makers and achieve organisational/functional needs.
 - b) Facilitate project working groups / accountability structures to move initiatives forward.
 - c) Track progress on various initiatives, identifying any overlapping work and helping remove roadblocks.

3. Finance, IT, H&S & HR Support

- 3.1 Manage/facilitate comprehensive professional advice/assistance service across key functions to the SMT, Team Leaders and all staff.

3.2 Finance Support:

- a) Support the finance workflow of the organisation, working with the Finance team on schedules, checks and approvals processes.
- b) Liaise with outsourced payroll provider to ensure timely and accurate monthly processing.
- c) Support the Funding team on preparation, collation and submission of funding claims and reports and ensure they are distributed and/or filed accurately and on time.

3.3 HR Support:

- a) Oversee all HnH HR administrative systems including central records maintenance (including Breathe HR software), staff contract management, absence management systems and staff reviews.
- b) Support HnH Managers with staff recruitment processes, including organisational inductions for new members of staff.

3.4 Health & Safety Support:

- a) Be the Lead Officer/responsible person for HnH Health and Safety, leading on H&S policy management and action, risk assessment systems and management, COSHH, formal reviews and advice and training with all aspects of organisational health and safety.

3.5 IT Support:

- a) Manage our IT infrastructure and serve as the primary liaison with our IT consultant.
- b) Ensure the organisation has efficient and cost-effective IT equipment and support. This includes being the lead for data protection and cyber security processes and systems.

4. Policies, Governance and Administration

- 4.1 Lead and manage HnH's corporate governance responsibilities, including Board administration duties, regulatory/statistical returns and Companies House web filing & OSCR annual returns.
- 4.2 Ensure that the organisation complies with all regulatory, legal and organisational standards, policies and procedures.
- 4.3 Work with the Board and SMT to ensure the organisational risk register is maintained and updated and support the management of associated processes and actions.
- 4.4 Preparation of agendas, papers and taking minutes at key governance meetings ensuring their appropriate and timely distribution and follow up on any actions.
- 4.5 Provide senior trouble-shooting support to the Board and the Senior Management Team.

5. Self and Team Management

- 5.1 Supports the finance team (Finance Officer/Administrator) and Central Support Staff to ensure the achievement of personal and team objectives.
- 5.2 Lead on your own work priorities and activities in line with agreed plans using a high level of initiative and self-management.
- 5.3 Use diplomacy and sound judgement and act proactively to anticipate and respond to issues and represent the organisation in a positive light with through great follow-through skills.
- 5.4 Adhere to Healthy n Happy standards, policies and procedures at all times.
- 5.5 Any other reasonable duties within the scope of the role.

Person Specification

Successful candidates will be required to have/apply for PVG membership

E = Essential

D = Desirable

Qualifications and Work Experience

- E Previous EA/PA/Office /Project Management experience
- E Previous line management responsibility and evidence of working at a senior level
- E Demonstrable experience of supporting senior managers in a complex fast paced organisation including experience of liaising with external stakeholders
- E Establishing and maintaining positive, effective relationships with internal and external stakeholders
- D Experience working in a customer / client service environment
- D Experience working in a service based voluntary/charitable organisation
- D Experience of working in a programme environment managing and delivering multiple projects to timescale and within budget
- D Business related degree or relevant work experience

Skills (All Essential)

- Excellent interpersonal skills, including tact, discretion, influencing strategies, negotiating skills and experience of liaising with representatives of external organisations.
- Excellent written, numerical and verbal communication and presentation skills, including the ability to advise on procedures and to produce reports.
- Experience interpreting and distilling essential information in order to give a high level of specialist advice through demonstrations and written reports and to gather, analyse, interpret, and summarise data and draw effective conclusions.
- System and process thinking and ability to implement robust systems and processes
- Excellent planning, co-ordination and organisational skills, able to lead on tight deadlines and manage time effectively and efficiently. Thrives in a busy environment, can juggle varying projects and be flexible in a multitude of situations
- Proven IT skills, including a high level of competence in MS Office software suite with the ability to create and use databases and spreadsheets for analytical purposes and relevant experience of SaaS/digital software tools/systems.
- Team building skills and ability to motivate manage and support people effectively

Attributes (all Essential)

- Self-directed, self-motivating and result-driven
- Quick learner, innovative thinker and exceptional problem-solving skills
- Strong attention to detail
- Flexible and responsive, being able to adapt and manage change
- Confident, positive and enthusiastic
- Proactive and good initiative
- Non-judgmental approach, able to make independent (reviewed) decisions regarding priorities