



Children's Hospices Across Scotland

## JOB DESCRIPTION – EXECUTIVE SUPPORT MANAGER

### Job Details

Job Title – **Executive Support Manager**

Location – **Edinburgh or Glasgow base with travel to other CHAS sites**

Responsible to – **Chief Executive**

Salary – **CHAS Sector 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 (SLT) and the Board of Trustees. The role will line manage the Executive Support Team and undertake the management of ad-hoc projects as directed by the Chief Executive. The role will be responsible for proactively supporting the Chief Executive to ensure corporate governance and risk management processes operate well.

### Main Tasks

- Efficient organisation, management, and provision of secretariat support for range of meetings including the Senior Leadership Team, CHAS Board and sub-committees
- Governance support to support the running of CHAS Board of Trustee meetings and organisational activities
- Day-to-day line management and leadership of the Executive Support Team

### Job Activities

#### **Executive Support to the Chief Executive**

- Ensure the provision of administrative support for meetings, Chief Executive presentations and organisational reporting
- Proactive diary management for the Chief Executive including resolving meeting conflicts 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 and Chair of the Board
- Responsible for devising, developing, implementing, managing and evaluating all administrative processes for the executive support team
- Travel arrangements for the Chief Executive
- Attend high level, complex and sensitive meetings, and both take and review formal meeting minutes and notes including the Board, governance committees and the SLT
- With delegated authority, lead the development and management of the Chief Executive expenditure budget

## **Governance**

- With the governance officer, lead the effective planning, management and organisation of the CHAS Board and Committee business and executive SLT meetings
- Co-ordinate agendas, meeting papers and forward look for the SLT to secure a sensible flow of business that connects with Board and Committee meetings
- Provide company secretarial assistance and support, managing and documenting key governance and statutory functions and activities to fulfil all 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
- Work with colleagues to review the constitution in line with relevant legislation
- Support Board effectiveness by leading on key items such as Board and Committee effectiveness reviews and supporting the Chair with Board member appraisals.
- Lead on the arrangements for convening the Annual General Meeting including planning, preparing and distributing materials and ensuring the smooth running of all formal business such as the election of trustees
- 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
- Responsible for maintaining and developing corporate governance policies and documents and keeping up to date with best practice
- Taking a lead role for improving governance compliance including regular organisational self-assessment against best practice
- Provide guidance and support to Senior Managers and Board Members on all aspects of corporate governance
- With the Chief Operating Officer and Governance Officer, oversee the implementation of risk management practices, ensuring compliance with requirements of risk management policy.
- With the Governance Officer, responsible for pro-active support across the organisation to ensure good understanding of risk management practice and maintenance of strategic and operational risk registers
- Support the Chief Operating Officer to review and update the risk management policy

## **Team Leadership/Management**

- Develop and lead clear executive support best practices, with clear owners, deliverables and objectives
- 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 EA support is available across the SLT
- Contributes to the broader organisation ensuring all activity is of high quality
- Has a strong understanding of the Chief Executive and SLT agenda and ensures executive support is linked to assisting and supporting this
- Responsible for the recruitment, training, professional development and objective setting of the EST
- Gain commitment within the EST on all areas within the implementation plan for best practices
- As delegated by the Chief Executive, lead and manage ad hoc project work

### **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
- 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
- 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

## **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 5 people

### **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 volunteers, ensuring that organisational standards are maintained
- Appropriately allocate work 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
- RSA level three or equivalent (advanced keyboard skills)

#### Desirable

- Project management certificate e.g. Prince2 Foundation certificate
- Expert knowledge of models of improvement, evaluation theory and developing outcomes and indicators

Method of Assessment – Application Form

### Skills, Abilities, and Knowledge

#### Essential

- Demonstrable advanced knowledge of a full range of administrative and organisational policies and procedures
- Demonstrable leadership skills with the ability to manage, lead and develop people
- Excellent planning and organisational skills, including the ability to work autonomously, and the ability to work calmly and at pace under pressure whilst maintaining attention to detail.
- Delivering effective Board, Committee and senior executive secretariat processes
- Demonstrable understanding of corporate governance and risk management
- Excellent written and oral communication skills including the ability to communicate persuasively with different audiences and to draw out concise and salient points from complex information
- Highly developed interpersonal skills with the ability to build relationships, work collaboratively with senior leaders and other colleagues and take account of others' perspectives
- Ability to exercise good judgement: respecting confidentiality, exercising discretion and working with integrity as well as responding to complex issues appropriately.
- Confident and competent IT user including use of Microsoft Office programs and familiarity with design software package

#### Desirable

- Existing knowledge of Company Act, Company Law and Charity Law
- Existing knowledge of a charity, public body, or healthcare background

Method of Assessment – Application Form and Interview

## Experience

### Essential

- 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 administrative and governance practices and supporting a company secretary
- Experience of corporate governance
- Demonstrable experience of planning and leading projects

### Desirable

- At least five years proven experience of project management on a comparable scale
- Experience and knowledge of facilitating strategy, policy or report development

Method of Assessment – Application Form and Interview