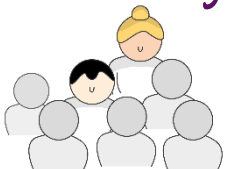


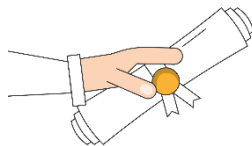
APPLICATION PACK

Executive Assistant and Governance Officer

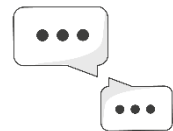
Recruiting



Training



Supporting



Improving outcomes for children and young people

CONTENTS



Introduction from the National Convener.....	3
About us.....	4
Our values.....	5
Completing your application.....	6
Application & Equality monitoring form link and instruction	7
Job Description.....	9
Person Specification.....	12

INTRODUCTION FROM THE NATIONAL CONVENER



Dear applicant,

Thank you for expressing an interest in working with Children's Hearings Scotland.

As an organisation that works within the Children's Hearings System, we are passionate about making a positive contribution to improving the outcomes of Scotland's children and young people.

Our vision is of a hearings system where everyone works together. This makes sure that all children and young people are loved, cared for and protected and that their views are heard, respected and valued. In the coming year, we will be rolling out a range of projects that will see us transform the way we work helping us to achieve our vision. It is a truly exciting time to join Children's Hearings Scotland.

It is an enormous privilege to lead this organisation and we are committed to shaping a modern twenty-first century Children's Hearings System that meets the needs of Scotland's children and young people.

Good luck with your application.



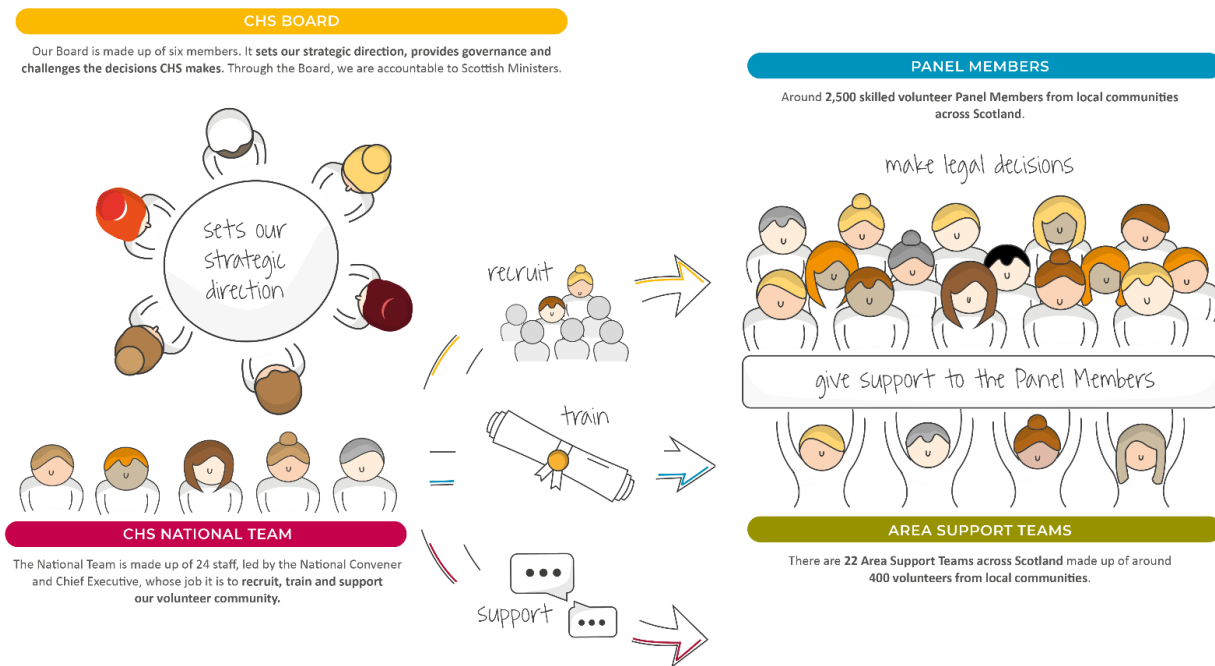
A handwritten signature in black ink, appearing to read 'Elliot Jackson', with a stylized flourish at the end.

Elliot Jackson
National Convener and Chief Executive Officer

ABOUT US



Children's Hearings Scotland recruits, trains and supports around 2,500 skilled volunteer Panel Members who sit on children's hearings and make decisions with and for vulnerable children and young people across Scotland.



OUR VISION



Our vision is of a Children's Hearings System where everyone works together, making sure that all children and young people are loved, cared for and protected and their views are heard, respected and valued.

OUR VALUES

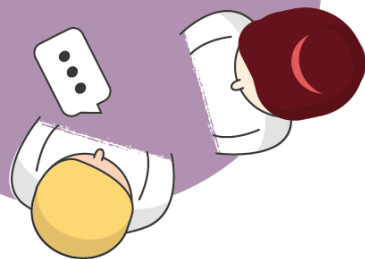


Our values sit alongside our vision and mission and are threaded throughout everything we do.



Child centred

Making sure everything we do is in the best interests of children and young people.



Challenging

Not being complacent, but questioning ourselves and others to help us improve.



Creative

Considering innovative and imaginative ways of approaching the issues we face in the work we do.



Fair

Making sure that everyone is treated with dignity and according to their individual needs; that our information and services are accessible to all; that we provide a consistent level of service to all.



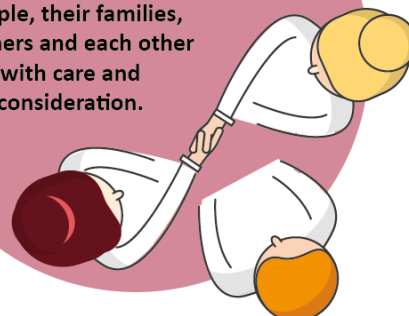
Open

Listening, responding to and learning from feedback; acting honestly; ensuring processes are transparent; sharing information and being accountable for our actions and decisions.



Respectful

Treating children, young people, their families, partners and each other with care and consideration.



COMPLETING YOUR APPLICATION



Thank you for your interest in joining our team at Children's Hearings Scotland. We are also known as CHS.

This application form has been designed to ensure compliance with legislation and best practice. The processing of all information will be in accordance with the requirement of the Data Protection Act 2018. The information you provide on your application form will only be used as part of the selection procedure and for any subsequent employment administration if your application is successful.

For further details on how your information will be handled please refer to our [privacy statement](#). If any part of the form is unclear, please contact us at jobs@chs.gov.scot.

We are striving to be an equal opportunities employer with a diverse workforce which is representative of the population we serve. We are committed to embedding a culture of equality and diversity into our organisation and ensuring that all job applicants and employees are treated fairly, without discrimination because of age, disability, gender reassignment, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex, sexual orientation or any other factor.

At the end of the application form you will find our Equal Opportunities Monitoring Survey which is intended to assist CHS in maintaining equal opportunities best practice and in identifying equality barriers for job applicants. We would be grateful if you would complete it.

Employees of CHS are required to adhere to a detailed our Staff Code of Conduct. Key principles in this are that staff:

- Act in the best interests of CHS
- Are honest
- Are selfless
- Have integrity and respect

Prior to employment, all applicants will undergo pre-employment background checks in line with the Scottish Government's Baseline Personnel Security Standards.

We may contact previous employers, educational providers, fraud prevention bodies, local authorities and government agencies as part of this process. We may also use background screening companies.

Guidance on filling in the online application form

The form has been designed to help both the applicants and our resourcing team process applications quickly, efficiently and on a variety of devices. This application can be accessed on any device.

The application sections are detailed below. We advise you to read over them and have your information prepared on separate document you can cut and paste from, such as your CV or covering letter. Once you start the application, you will not be able to save it and return to complete it at a later stage.

CHS does not accept CVs. Please ensure you include all relevant information on this form.

Section 1

- **Personal Information:** Please note that only your surname is required in full. Give only the initials of your first name(s).

Section 2

- **Education and Training:** This section asks about your education and job related training. Please give us enough details to assess your attainments in relation to the post for which you are applying.
- Continue on a separate sheet if necessary. We need a minimum of three years' job-related or education history.

Section 3 to 7

- **Work Experience:** This section asks about your work experience with a separate section for each relevant role. We have supplied space for your post recent post as well as four previous roles.
- Please give as much detail as you feel gives us an accurate picture, both about the type of work you are/were doing and the responsibilities you have or have had. Please start with the most recent and share dates where possible.

Section 8

- **Supplementary Information:** Please detail any further experience or information relevant to the post for which you are applying, considering the information you have been given about the post, for example the job description or person specification. Try to ensure you are clear about how you meet the essential criteria listed.

Section 9

- **General Information:** You are asked to tell us if you are related to any member of CHS' staff or Board. This is to ensure compliance with CHS' Code of Conduct Policy.

- You are asked to tell us if you are currently eligible for employment in the UK. This is so that we can ensure compliance with the Immigration Act 2014, Asylum and Immigration Act 1996 and Immigration, Asylum and Nationality Act 2006 which requires organisations to ensure individuals, to whom they are offering employment, have permission to work in the UK. Please visit <https://www.gov.uk/check-uk-visa> if you are unsure of your status.
- If you are invited to interview, you will be required to produce such evidence.
- CHS works with vulnerable persons under the age of 18 and we are required by The Protection of Vulnerable Groups (Scotland) Act 2007 to ensure that all of the staff we employ are suitable to work with persons under 18 or with their data. CHS is also an exempted body for the purposes of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.
- CHS is required to take into account, prior to offering employment, any information of any spent and unspent convictions that may be relevant to the post for which you are applying. No unconditional offer of employment will be made until a satisfactory Protecting Vulnerable Groups (PVG) clearance has been received.
- If you are the successful candidate for the post, you will be asked to complete a pre-employment health questionnaire. This questionnaire will be screened by CHS' Occupational Health Provider, who may ask you to attend for consultation.
- Formal offers of employment will be made once CHS' Occupational Health Provider has assessed the individual as "Fit to work" and where appropriate any reasonable adjustments have been implemented.

Section 10

- **References:** We request three professional references. References will only be taken up if you are short listed. Please indicate if you do not wish your referee(s) to be contacted at this stage.
- Please note that no unconditional offer of employment will be made until satisfactory references have been received.

Section 11

- **Declaration:** You are asked to declare the information you provided is true to the best of your knowledge. If you have any questions or concerns please contact us at jobs@chs.gov.scot.

Section 12

- **Equality Monitoring:** The information in this survey will be used for monitoring purposes only. Your responses are voluntary but the more information you supply, the

more effective our monitoring of responses will be.

- This information will only be viewed by the CHS Resourcing Team and is not connected to your application form and will not be used to identify you. It will not be seen by anyone involved in interviewing or shortlisting and will be stored securely in line with the principles of the Data Protection Act 2018.
- Monitoring will help to improve our recruitment processes and enable us to be as inclusive an employer as possible.
- Please select the most applicable option in the questions and complete the open boxes where relevant. We would be grateful if you would fill in this survey.

APPLICATION FORM:

<https://forms.office.com/e/CMFsBEjuWx>

JOB DESCRIPTION



Reports to:	Corporate Governance Manager
Direct Reports	NA
JD Last Updated	July 2024
Role Last Evaluated	

OVERVIEW OF ROLE

The role holder will provide proactive and efficient support to the secretariat function and executive assistant support to the CEO.

The role holder will handle a wide range of high-level administrative tasks including executive communication, handling of corporate documents, and the preparation of briefings for stakeholders at all levels. The role includes extensive and complex diary management, dealing with often last minute or urgent changes, planning and booking travel, supporting and organising meetings and reports, and minuting of executive meetings.

In addition to general PA and administrative duties, as outlined in the Principal Accountabilities below, the post holder will provide a cohesive secretariat function to support the smooth and efficient operation of all Governance meetings, including those of the CHS Board and its sub-committees. Working as part of the Corporate Governance function within CHS, the post holder will work closely with the Corporate Governance Manager and Senior Leadership Team to set agendas, monitor action logs, and provide a high level of support to the Board and CHS Chair.

The role holder will share collective responsibility for supporting the delivery of business objectives, through active engagement and collaboration with colleagues at all levels in the organisation.

OPERATIONAL ACCOUNTABILITIES

- Acting as the first point of contact for Senior Leadership and Non-Executives you support to ensure strategic priorities are met;
- Providing secretariat for the Board and its subcommittees, Senior Leadership Team and Partnership meetings;
- Providing briefings to ensuring stakeholders are fully up to date with the information they require to carry out their roles;
- Ensuring there is an effective flow of relevant information between stakeholders in the organisation and that plans are put in place to resolve any issues;
- Continuous improvement of internal systems and processes;
- Maintaining discretion and confidentiality at all times.

CORE ACTIVITIES

Support for Board and Senior Leadership Team

- Provide a cohesive secretariat function to support the smooth and efficient operation of all Governance Committee meetings, including those of the CHS Board, Audit and Risk Management Committee, Remunerations and Appointments Committee, and Joint Board's as required.

- As part of the secretariat function provided; draft and disseminate agendas, take accurate minutes, collate and format reports, and provide efficient tracking and monitoring of governance and reporting requirements.
- Act as the key point of contact for CHS Board members, providing support with correspondence, administrative services, as well as travel and accommodation booking.
- Provide PA support and diary management to the Chief Executive, Board Chair, Board members, and other Directors as required, managing logistics for senior leaders (diaries, travel, events, expenses, cross-functional meetings, and communications with external parties).
- Create briefing notes for the Chief Executive, Board Chair, and other senior leaders as required ensuring they are well prepared and sighted on key issues and management information ahead of internal and external stakeholder meetings or events.
- Monitor various mailboxes for the Board and Executive Teams ensuring timely responses to queries and escalation as appropriate.
- Maintain understanding and awareness of executive and business priorities in order to provide effective and efficient support to the Executive and Non-executive teams.
- Develop a framework for monitoring Senior Leaders objectives and strategic priorities and support their fulfilment, liaising with internal and external stakeholders to drive delivery.

Support for CEO/National Convener

- Provide proactive and comprehensive administrative support and diary management to the Chief Executive, taking the initiative to resolve conflicts and issues.
- Manage the CEO and National Convener mailboxes, proactively responding to and progressing actions where appropriate.
- Support the CEO in the monitoring of senior leadership priorities and actions, tracking progress and providing updates to the CEO and Senior Leadership Team on a regular basis.
- Prepare and/or updates reports, correspondence and other documents as requested.

Support for National Team colleagues

- Work closely with the Senior Leadership Team and Corporate Governance Manager to facilitate effective planning and communication.
- Work across the organisation communicating with and updating colleagues on behalf of the Senior Leadership Team to support the delivery of objectives and actions.
- As a company credit card holder for CHS, order and pay for supplies, when required, logging all appropriate information and documents.
- In the spirit of positive team working, willingly lend support to colleagues and members of our volunteer community when possible, in their times of pressure and demand.
- Proactively explore ways to continuously improve the effectiveness of your role in order to support the delivery of CHS' outcomes.

PERSON SPECIFICATION

MANAGEMENT/PERSONAL EFFECTIVENESS COMPETENCIES

COMPETENCY AREA	KEY SKILLS
Supporting Senior Leaders	<ul style="list-style-type: none"> • Proven experience working as an executive PA in a complex and high paced organisation; • Ability to support Senior Leadership on the effective management of organisational change programmes and projects; • Ability to monitor and track actions and drive fulfilment; • Having the willingness and ability to enable changes to take place in the most productive way; • Experience of working within a project (staff and/or volunteers) within resources and to timescales; • Ability to multi-task, work within tight and sometimes conflicting deadlines and prioritise work appropriately.
Teamwork and Collaboration	<ul style="list-style-type: none"> • Effectively communicates across teams, levels and departments, building links internally and externally; • Effectively works as part of a team environment. Listens to others and contributes to innovation and generation of ideas and actions. • Drive positive outcomes by working together with others across the organisation; • Experience and understanding of effectively working alongside colleagues and volunteers and a good understanding of the different challenges for each.
Governance	<ul style="list-style-type: none"> • Proven experience providing secretariat support at Board level, including agenda setting and minute taking; • Understanding of good governance principles and statutory requirements of an NDPB; • Proven experience monitoring Board and subcommittee action logs and activities.
Communication	<ul style="list-style-type: none"> • Proven communication skills (written, listening and verbal), including ability to provide clear instructions to stakeholders (volunteers and staff) in a supportive, encouraging & professional manner. Ability to communicate effectively in 1:1 and group settings; • Excellent influencing and negotiation skills; • Experience in multiple mailbox management, issue logging and escalation; • Proven administrative skills, including formal and frequent minute taking; • Proven interpersonal and first line customer service skills.
Personal Integrity	<ul style="list-style-type: none"> • Engages in open two-way communication; • Is motivated by values and getting on with the job; • Shows resilience; • A can-do and problem-solving approach, with ability to recognise when to seek assistance and takes advice graciously.

FUNCTIONAL/TECHNICAL COMPETENCIES

COMPETENCY AREA	KEY SKILLS
Financial Management	<ul style="list-style-type: none"> • Basic understanding of corporate finances both accounting and management reporting.
Computer literacy	<ul style="list-style-type: none"> • Excellent level of competence in Microsoft Office365 including (Outlook, Word, PowerPoint, Excel, MS Teams and Office 365 SharePoint).

TRACK RECORD/EXPERIENCE

Strong level of experience in Business Support, Executive Assistant or similar role
 Proven experience & skills of delivering excellent customer service
 Experience in effective verbal and written communication
 Experience in working with colleagues at all levels of an organisation
 Experience managing complex diaries with competing demands
 Experience taking and writing minutes, agendas, and reports
 Track record of ability to build relationships at all levels across an organisation; ability to work under pressure and meet deadlines; exceptional organisational and diary management skills and ability to multitask, prioritise while remaining flexible.

EDUCATIONAL ATTAINMENT/ QUALIFICATIONS

HND or equivalent experience.

PROFESSIONAL BODY MEMBERSHIP

None

OTHER REQUIREMENTS FOR THE ROLE

- Knowledge and understanding of the Data Protection Act 2018.
- Flexibility, as occasional travel in Scotland may be required as well as occasional evening and weekend working.

Thank you for your interest in this position.