

## JOB DESCRIPTION – EXECUTIVE SUPPORT COORDINATOR

### Job Details

Job Title – Executive Support Coordinator      Location – Edinburgh  
Responsible to – Executive Support      Salary – CHAS Level D  
Manager  
Job Family – Enabling Care

### Job Purpose

This role will assist the Executive Support Team (EST) to deliver excellent management and strategic support to the Chief Executive, members of the Senior Leadership Team (SLT) and other senior managers.

### Main Tasks

- Executive Support
- Diary and Time Management
- Meeting Support
- Information Systems and Reporting
- Strategic Planning
- Policy Review and Development

### Job Activities

#### Executive Support

- Provision of administration support to initiatives, projects or project groups including quality work, and organisational change projects
- Working proactively with the Senior Leadership Team and Executive Support Team to ensure that work is progressed and deadlines are met
- Responsible for ensuring that the diaries of senior managers are managed with a logical and informed approach
- Ensuring all processes are consistent, effective and aligned with organisational standards and maintaining an electronic filing system
- Organisation and co-ordination of CHAS corporate events including induction days and parliamentary receptions
- Supporting the work to review and update the CHAS Risk Management Plan, including timetable for circulation to the Senior Leadership Team (SLT), Committees and the Board

- Identifying, developing and maintaining administrative procedures, protocols and guidelines for own working area and creates excel databases and spreadsheet for work as required
- Effectively planning meetings to ensure the smooth and succinct flow of information and reporting lines through meetings whilst being mindful of the Scheme of Delegation
- Sourcing and gathering information to assist in prioritising and supporting the workload effectively
- Supporting the Board recruitment and induction process
- Developing and maintaining supportive, co-operative working relationships with all staff and volunteers in CHAS
- Acting as an ambassador for CHAS when developing external relationships with all stakeholders
- Creating documents as requested using Microsoft Office e.g. letters, reports and spreadsheets, ensuring compliance and branding of all CHAS documentation
- Creating, maintaining and updating information on the intranet on the relevant news and team pages
- In collaboration with other administrative colleagues, contributing to the general administrative support within Head Office, as part of the wider administrative team
- Welcoming internal and external visitors in a friendly and professional manner and directing them to an appropriate staff member as required, including liaison with other departments in a timely manner

#### Diary and Time Management

- Organising and managing the diaries of senior managers (listed in section two) with a logical, common-sense and consistent approach to maximise on their time to ensure deadlines are met and objectives achieved. Ensuring that diaries and staff are kept up-to-date with details of meetings, appointments and deadlines and they are notified of appointments and bookings in advance
- Managing to do and action lists and prompting for deadlines for the EST

#### Meeting Support

- Drafting and finalising meeting papers and reports for relevant senior managers and various meetings
- Attend and minute formal meetings as required
- Responsible for the timely preparation and circulation of agendas, action notes, minutes of meetings, meeting dates and rescheduling meetings and therefore adjusting plans when required

#### Information Systems and Reporting

- Supporting the development of frameworks for reporting on projects across CHAS
- Supporting the development of effective and efficient administrative systems and processes, creating new and more efficient ways of working including the development and implementation of administrative processes, which may span CHAS services. As guided by the Executive Support Manager, undertaking projects, background research, prepare reports, briefing papers and internal communications as required on issues across the range of CHAS's activities to support key strategic and operational issues relevant to the senior managers

#### Strategic Planning

- Responsible for updating various operational plans with current progress
- Supporting the process of completing the annual strategic monitoring reports, ensuring that all reports accurately evidence the outcomes

#### Policy Review and Development

- Supporting the review, development and successful implementation of policies, procedures and guidance as required

#### Finance Support

- Authorised signatory for up to £500
- Responsible for coding team invoices and preparing for signature and dealing with any queries
- Responsible for reconciling the credit card statements where appropriate
- Responsible for completing the expenses for senior managers (and in particular for the Director of Income Generation and Engagement) and the Board
- Providing administrative support to the statutory funding request process.
- Responsible for checking transaction listings for the team
- Assist with the preparation and distribution of invoices for local authority and health board funding. Scheduling any follow ups required to ensure payments from all local authorities are received

#### 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

#### Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

## Dimensions

#### Line Management

- The post is line managed by the Executive Support Manager and provides support to the senior managers (listed in Job Purpose above)
- Line Management is provided via weekly huddles, individual 1:1s, monthly team meetings and by an annual appraisal when required.

#### Volunteer Engagement

- Providing supervision, support, advice and encouragement to Head Office volunteers, ensuring that organisational standards are maintained
- Providing training in administrative tasks to Head Office volunteers as required
- Allocating work of the EST as appropriate to volunteers taking account of the individual's skills and abilities ensuring the volunteers deliver a quality service and feel valued

## Decisions and Communications

#### Decisions

- Within the management structure of the EST and CHAS, work is generated by senior staff and allocated by the Executive Support Manager
- The post holder generally works with a significant degree of autonomy but is guided by CHAS policies, procedures or regulations. The Executive Support Manager is available for reference and outcomes are agreed at one to one and SRD meetings

- Responsible for making rapid and accurate assessments of sensitive situations, using discretion and providing solutions in order to avoid disruptions and meet identified deadlines
- Uses analytical skills to assess problems and understand situations or information and operates with developed judgemental skills to suggest solutions and/ or adjust plans accordingly for example when arranging travel options for members of the Senior Leadership Team (SLT)

#### Communications

- Provides and receives complex information orally, in writing or electronically to inform work colleagues, volunteers, the public or other external contacts
- In performing this role, the post holder frequently has contact with all members of the Senior Leadership Team (SLT); the Board; all Managers, Head Office staff; all administrative staff as well as donors and supporters
- From time to time have contact with children, young people and their families (incidental contact); other charitable organisations; funders; donors; supporters; Local Government; Scottish Government



Children's Hospices Across Scotland

## PERSON SPECIFICATION – EXECUTIVE SUPPORT COORDINATOR

### Education, Qualifications, and Training

#### Essential

- Higher National Diploma level qualification in Administration or equivalent experience

#### Desirable

- None

### Skills, Abilities, and Knowledge

#### Essential

- Demonstrable knowledge of administrative practices and procedure
- Demonstrable working knowledge of the Microsoft Office suite packages, with specific experience of outlook, word and excel
- Excellent communication skills
- First class judgement, decision making skills with ability to work under pressure with minimal supervision
- Skilled at balancing competing demands whilst providing a comprehensive administrative service in a busy and challenging environment
- Constructive, creative and effective problem solving skills
- Highly developed planning, organisational and time management skills, with a keen eye for detail and commitment to providing a high quality service
- Developed negotiation, influencing and persuasion skills
- Ability to interact positively with people at all levels with excellent verbal and written communication skills
- Knowledge of project management principles

#### Desirable

- None

### Experience

#### Essential

- Demonstrable experience of managing a complex workload, where there are known competing demands and constant interruptions to the work pattern, which require the workload to be prioritised
- Experience of working with complex diaries of senior managers

Desirable

- Experience of working in the public or voluntary sector and of working with volunteers would be beneficial

## Personal Qualities

Essential

- Resourceful and enterprising, with a positive attitude to challenges and change
- Ability to work closely with volunteers and to recognise their contribution
- Commitment to core vision and values of CHAS
- Friendly and outgoing with the ability to interact positively with people at all levels

Desirable

- None

## Other Requirements

Essential

- Willingness to travel between CHAS sites as required

Desirable

- None