


<b>Job description</b>		
<b>Position:</b>	<b>Executive Assistant to Chief Executive</b>	
<b>Department:</b>	Chief Executive	
<b>Reports to:</b>	Chief Executive	
<b>Band:</b>	F	
<b>Date:</b>	July 2018	

### **Purpose of Job**

To undertake a wide range of duties, providing a comprehensive and confidential executive support service to the Chief Executive (CE), the Board and Directors.

### **Main Duties and Responsibilities**

#### **1 Support the CE and the Board by assisting in the implementation of Strategies, Policies and other Decisions or Priorities**

- 1.1 Develop and have a good overall understanding and awareness of the Association's business, corporate objectives and operating environment.
- 1.2 Regularly review and prioritise short and long term departmental targets, objectives and workload with the CE.
- 1.3 Assist the CE in the organisation of the Association's strategy conferences.
- 1.4 Undertake research and prepare information for associated management and Board reports as and when required.

#### **2 Manage the Secretarial and Administrative support functions in the CE Department**

- 2.1 Provide an executive support service to the CE, ensuring that she has the support to conduct her work effectively and efficiently.
- 2.2 Act as first point of contact for enquiries and emails to the CE, including regular monitoring of CE's emails and, under delegated authority, responding appropriately wherever possible or referring to the CE / relevant staff.
- 2.3 Use judgement to control the CE diary and co-ordinate meetings, internally and externally, to ensure most effective use of CE time.
- 2.4 Draft/write letters and reports to a high standard as and when required.
- 2.5 Overall responsibility for the CE's personal and the department's confidential and other records, including:

- 2.5.1 designing, improving, maintaining electronic databases on issues relevant to the CE role, the department and the work of the Association;
- 2.5.2 improving, maintaining the CE department Hub page, ensuring information is up-to-date and relevant.
- 2.6 Organise and service/support CE events and/or meetings including helping to identify potential speakers/guests/themes.
- 2.7 Identify relevant issues, including PR opportunities, for the attention of the CE which require action or attention in the interests of the Association, including keeping abreast of current affairs.
- 2.8 Generally ensure proper use and safekeeping of equipment and records in CE department wherever it is possible to do so.
- 2.9 Arrange travel and accommodation as and when required.
- 2.10 Undertake projects and other tasks delegated by and on behalf of the CE.

### **3 Finance**

- 3.1 Compile the financial estimates/budget for the CE department, for approval of the CE as budget holder, and monitor spending under budget headings.
- 3.2 Process payments to suppliers via Documotive.
- 3.3 Reconciliation of memberships at year end, in liaison with Finance staff.

### **4 Governance**

#### **Board**

- 4.1 Draft the annual calendar of Board and other meetings for consideration by Board members and keep this up-to-date.
- 4.2 Service and support meetings of the Board, Advisory and Remuneration Committees and other working groups with Board member involvement, including:
  - 4.2.1 compiling agendas;
  - 4.2.2 drafting reports as and when required;
  - 4.2.3 collating reports from others including proof-reading/reformatting if needed and if time permits;
  - 4.2.4 producing boardpacks/papers and distributing within required timescale;
  - 4.2.5 producing minutes and action notes within required timescale.

- 4.3 Overall responsibility for the safekeeping and maintenance of Board information and records including:
- 4.3.1 designing, improving and maintaining the Board cloud site ensuring information is kept up-to-date and relevant;
  - 4.3.2 improving and maintaining the Board database in the Hub ensuring information is up-to-date and relevant.
- 4.4 Liaise and maintain regular contact with Board members in respect of meetings/ events and keep them advised on governance/other issues arising and matters in progress.

### **Company Secretarial**

- 4.5 Support and assist the Company Secretary (CS) in all governance matters as required, for example:
- 4.5.1 monitoring CE department policies and procedures and bringing to the attention of CS when reviews are due;
  - 4.5.2 maintaining up-to-date information relating to Board members, including:
    - declarations;
    - learning & development records;
    - contact details;
    - attendance at meetings;
    - election/resignation/retiral dates;
    - etc as required;
  - 4.5.3 Maintaining up-to-date registers for the Association, including:
    - stage 2 complaints - logging all entries and updating those entries assigned to CE department;
    - members and officers;
    - payments, benefits & interests;
    - sealings;
    - disposals;
    - etc as required;
  - 4.5.4 Collating, preparing and distributing paperwork for AGMs, SGMs, shared equity trustees meetings etc.
  - 4.5.5 Compliance with regulatory requirements and information requests eg:
    - annual returns;
    - notifiable incidents.

## **5 Chief Officers (Senior Management) Team**

- 5.1 Draft the annual calendar of Chief Officers' meetings for consideration by the CE and Directors.
- 5.2 Service and support Chief Officers' meetings throughout the year including:
  - 5.2.1 compiling agendas;
  - 5.2.2 drafting reports where required;
  - 5.2.3 collating reports from others and proof-reading/reformatting if needed and time permitting;
  - 5.2.4 producing boardpacks and distributing;
  - 5.2.5 preparing action notes within agreed timescale.
- 5.3 Keep Chief Officers advised of any matters/issues relevant to the business that might be of interest or require action/attention.
- 5.4 Support Chief Officers in any other tasks as and when required.

## **6 Performance Management**

- 6.1 Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
- 6.2 Operate within a strategic business unit (SBU).
- 6.3 Deliver key business objectives and meet key performance indicators (KPIs) through a personal performance plan.
- 6.4 Analyse work and produce action plans where performance improvement is required.

## **7 Working Relationships**

### **General**

- 7.1 The post holder has responsibility for the same range of customers and stakeholders as the CE ie wide ranging and covering all aspects of the Association's activities.
- 7.2 The post holder is often the first point of contact with customers and therefore the response given is critical both to the reputation of the Association and also the quality of response that is ultimately provided.

- 7.3 Responsibility includes clarifying issues that are raised, offering appropriate support/advice/signposting, and passing information on to appropriate colleague(s) to respond accordingly.
- 7.4 Examples of activity in this area include dealing with Board member queries, responding to residents' requests or concerns directed to the CE.

### **Internal**

- 7.5 Internal working relationships with:
- Board members
  - Chief Executive
  - Directors
  - Senior managers
  - Staff
  - Residents.
- 7.6 Participation in relevant internal working groups.

### **External**

- 7.7 External working relationships with:
- Scottish, UK and local government (including MSPs/MPs and their offices etc)
  - consultants and other agencies
  - other business/professional contacts as requested by the Chief Executive.
- 7.8 Networking with colleagues in peer organisations.

## **Job Context and other Relevant Information**

The Post Holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the service and the Association.

Signed ..... Line Manager (if applicable)

Signed ..... Post Holder

## Person Specification

**Job Title: Executive Assistant to Chief Executive**

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/ Desirable
<b>1. Skills/Abilities/Knowledge</b> <i>This section specifies the skills, abilities and knowledge the post holder must have to perform satisfactorily.</i>	
Excellent written and oral communication and presentation skills: <ul style="list-style-type: none"> <li>compatible with operating at all levels and with a wide variety of people and organisations;</li> <li>able to produce clear, easily understood letters, minutes, reports, record keeping etc.</li> </ul>	Essential
Excellent ICT skills, including: <ul style="list-style-type: none"> <li>Microsoft Word, Excel, Outlook, Powerpoint etc.</li> </ul>	Essential
Business awareness skills eg an understanding of strategic management, project management and the business environment.	Essential
Awareness and understanding of the social housing sector.	Desirable
Financial and statistical skills (eg to prepare budgets and monitor spending and carry out data collection, analysis and interpretation).	Essential
Organisational management skills, including the ability to plan, prioritise and programme work unsupervised to meet deadlines and performance targets, dealing with competing demands on time, handling varied subject matter and learning and adapting to changing agendas.	Essential
Be able to manage sensitive and confidential information.	Essential
Have good emotional intelligence and the ability to interpret and apply this skilfully.	Essential
Ability to think through problems, interpret information and be creative in finding solutions.	Essential
Ability to manage projects from inception to completion.	Essential
Ability to undertake research and prepare information in report form to management.	Essential
Ability to build and maintain working relationships both internally, externally and work as part of a team.	Essential
Basic skills in health & safety, including identification and reporting of hazards and minimising risks.	Essential
<b>2. Experience/education</b> <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> <li>Minimum of 3 years experience in a similar role, working at Board/Director level and including servicing of meetings/committees and organising conferences and events.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Experience of working under pressure and co-ordinating a varied and complex workload.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Proven experience of delivering objectives.</li> </ul>	Essential

Educated to minimum Higher standard or above – including English and relevant secretarial and/or business administration qualifications, and supported by the relevant experience.	Essential
<b>4. Other</b> <i>This section specifies other factors which may be necessary.</i>	
Be highly motivated and able to take a proactive approach to the role.	Essential
Be diplomatic and professional.	Essential
Be flexible with regard to working hours (eg able to attend evening meetings if required).	Essential
Have an interest in current affairs (eg an awareness of political, regulatory and housing matters likely to affect the organisation and its areas of operation).	Essential
<b>Equal Opportunities</b> This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and codes of practice	Essential