

Job Description/Person Specification

Post: CEO/Management Administrative Support

Hours: 37 hours available as Job share or part time.

Salary: £18,400 per annum

Job Purpose:

We are seeking to appoint a well-organised, reliable and enthusiastic person to join our welcoming not-for profit charity. The post holder will support the CEO and/or Team Managers (with various management administrative processes. This might be as a fulltime role (37 hours) or two separate part time roles approx. 18.5 hours each.

This role would suit someone with:

- Excellent interpersonal and organisational skills.
- A desire to deliver a quality and efficient service.
- The ability to multi-task.
- Excellent literacy and ICT skills.
- The ability to show individual initiative whilst also working as part of a team.

Functions specific to this role:

For the CEO

1. Coordinate CEO authorisations of annual leave, team expenses, staff hours and payroll.
2. Coordinate sickness, personal records, H&S actions on the Data Management system.
3. Schedule the CEO's meetings, supervisions, appraisals, & Management team.
4. Check contracts amendments and variations for CEO approval.
5. Monitor and filter the CEO's various messages.
6. Print/photocopy the CEO's meeting paperwork as required.
7. Maintain the CEO's electronic and manual filing.
8. Assist the CEO in the management of email.
9. Assist in the minuting and proof reading of management reports.
10. Accurately log invoices, seek approvals, seek estimates, place orders and file digitally.

For the Team Managers

11. Co-ordinate staff team training and reminders.
12. Coordinate recruitment processes: adverts, letters and invites.
13. Coordinate team meetings (minutes, agendas), reporting, and newsletter entries
14. Maintain staff sickness, personal records and annual leave on our Data Management system.
15. Organise annual DBS checks reminders
16. Organise individual managers diaries for supervisions, appraisals, work reviews
17. Support TMs in compiling performance reports
18. Support the TMs in the updating of Payroll by compiling accurate staff timesheets.
19. Support the TMs with annual budget setting and financial monitoring.
20. Accurately log invoices, seek approvals, seek estimates, place orders and file digitally.

Functions applicable to all staff:

1. Contribute to the development and achievement of carers Trust Solihull (CTS) strategic objectives
2. Provide a quality service
3. Promote a good image of CTS by being an excellent ambassador when meeting with carers, members of the public or representatives from other organisations.
4. Contribute to fundraising via actual events, identifying opportunities etc.
5. Use CTS income wisely and within your authority
6. Participate in appropriate training
7. Support volunteers in tasks linked to your work
8. Adhere to CTS policies and procedures
9. Undertake other tasks as required

Work conditions applicable to this post:

- Office, and as requested hybrid home working and/or various venues.

Accountability:

- Reporting to the Chief Executive Officer directly

Relationships:

Internally

1. Chief Executive Officer
2. Team Managers (3), Health Liaison, Volunteer Coordinator, Sitting Service Coordinator
3. Other staff members from all teams including volunteers
4. Trustees with specific reference to your role and responsibilities

Externally

1. Carers and their families
2. Professionals in other agencies providing services to carers

Person Specification Specific to this role:

Essential

1. Ability to multi-task, prioritise and manage time effectively
2. Excellent and effective written and verbal communication skills
3. Prior experience as a receptionist, administrator or project manager or related role
4. Excellent interpersonal skills
5. Ability to work under pressure and good organisation skills
6. Attention to detail
7. Excellent ICT skills
8. Ability to record and document accordingly
9. Good experience and ability to problem solve
10. Reliable, dependable and good time keeping
11. Ability to work as a team member but also on own initiative

Desirable

1. Experience of time and process management and prioritisation
2. Relevant qualifications
3. Knowledge of administrative processes