

Job Description/Person Specification

Post: CEO Administrative Support

Hours: 20 Hours

Salary: £ 21,470 per annum (pro rata)

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 with various management administrative processes. This is a part-time role, approx. 20 hours

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.
- Opportunities for progression on the basis of annual appraisal.

Functions specific to this role:

For the CEO

1. Leave and Payroll coordination CEO authorisations for annual leave, team expenses, staff hours, and payroll processing.
2. Support CEO by maintaining sickness records, personal data, and health and safety actions.
3. Organize and schedule CEO's meetings, supervisions, appraisals, and management team gatherings, etc.
4. Review and check contract amendments and variations, ensuring compliance and seeking CEO approval.
5. Monitor and filter messages directed to the CEO, by email, telephone, etc., ensuring timely and appropriate responses.
6. Prepare meeting paperwork for the CEO, including printing and photocopying as required.
7. Maintain the CEO's electronic and manual filing systems, ensuring accessibility and organisation.
8. Assist the CEO in managing emails, ensuring prioritisation and efficient communication.
9. Assist in the proofreading of management reports, ensuring accuracy and clarity.
10. Financial Administration: Accurately log invoices, seek approvals, obtain estimates, place orders, and maintain digital filing.
11. Coordinate team training sessions and send regular reminders to staff.
12. Coordinate recruitment processes, including, initial shortlisting, drafting advertisements, sending letters, and managing invitations.
13. Coordinate CEO's meetings, manage minutes and agendas, compile reports, and contribute to newsletter entries.
14. Diarise CEO staff supervisions, appraisals, and work reviews.
15. Performance CEO with performance reports, fundraising returns and outcome spreadsheets, etc.
16. Assist in payroll by ensuring the CEO's direct reports submit precise staff timesheets and expenses forms.
17. Support the annual budget-setting process and financial monitoring.

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, Partnerships (Fundraising Manager).
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.

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 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