

Job Description and Person Specification

Job Title: Management Support Executive

Line Manager: Chief Executive

Professionally Accountable to: Chief Executive

Hours of Work: 20 per week

Job Purpose:

- Responsible for providing high quality personal and administrative assistance and support to the Senior Management team
- Responsible for keeping organisational policies and procedures up-to-date, ratified and disseminated throughout company

Responsibilities:

SENIOR MANAGEMENT SUPPORT

- Carry out a range of administrative tasks for members of the Senior Management Team, especially the Chief Executive, Retail Director and Director of Fundraising & Communications
- To organise internal and external meetings and taking minutes as required
- To undertake adhoc projects, examples include organisation of events
- To act as PA to the Chief Executive, organising diary, meeting agendas etc
- Maintain filing system at a confidential level
- To handle sensitive and confidential issues with tact, diplomacy, empathy and reassurance
- To provide a communication link to the Chief Executive, Retail Director and Director of Fundraising & Communications when they are out of the office and referring issues to the appropriate members of the Board of Trustees as required
- Researching information on behalf of the Senior Management Team

POLICIES

- Keep policy library updated
- Liaise with relevant managers ensuring department policies are updated/reviewed by Review Date
- Ensure policies are ratified by the Chief Executive/appropriate Trustee in a timely manner

- Ensure revised policies are disseminated throughout organisation

GENERAL

- Excellent ability across all MS Office programmes, specifically Excel
- To keep informed of sector-wide developments, attending external training and conferences where appropriate
- To keep up to date on legal, health and safety and insurance requirements and developments to safeguard Weston Hospicecare, our volunteers and event participants
- To undertake any other duties considered to fall within the scope of the position as directed by the Senior Management Team

Professional Responsibilities:

- To maintain confidentiality
- To work within the policies and guidelines of Weston Hospicecare
- To be familiar with fire, emergency and safety regulations, ensuring attendance at statutory updates
- To maintain good working relationships with all members of the hospice staff and volunteers
- Undertake any in-service training in line with Weston Hospicecare policies

Educational Responsibilities:

- To participate in the orientation and development of new staff members and volunteers
- To keep up to date with current practice and legislation
- To maintain and extend personal knowledge and expertise in all aspects of the role and to share information
- To attend all statutory and mandatory training as required

Health and Safety

Under the provision of the Health and Safety at Work Act 1974, it is the duty of every employee:

- To take reasonable care of themselves and others at work
- To co-operate with the hospice as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal, protective equipment for health and safety or welfare at work

Data Protection

You are required to obtain process and/or use information held on computer. This must be undertaken in a lawful way. Data held must not be disclosed in a way that is incompatible with such a purpose. Breaches of confidentiality in relation to data will result in disciplinary action, which may result in dismissal.

Scope of Job Description

This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties, but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description is subject to periodic review and amendment

PERSON SPECIFICATION

Management Support Executive		
Criteria	Essential/ Desirable	How Evidenced & Assessed
Qualifications and Training		
<ul style="list-style-type: none"> ▪ Educated to GCSE level or have equivalent professional experience in a related field 	E	A
Knowledge, Skills and Experience		
<ul style="list-style-type: none"> ▪ Experience of organising and providing administrative assistance in an office environment ▪ High Level IT skills, Word, Excel, PowerPoint presentations ▪ Accurate Typing skills ▪ Demonstrable experience in organising events/diaries and meetings ▪ Experience working at a senior PA level ▪ Experience of providing day to day support to senior managers ▪ Experience of producing promotional/marketing materials 	E E E E E D	A/I A/I A/I A/I A/I A/I A/I
Communication and people skills		
<ul style="list-style-type: none"> ▪ Excellent verbal and written communications skills 	E	I
Organisational Skills		
<ul style="list-style-type: none"> ▪ Proactive and highly organised ▪ Ability to manage a wide-ranging and fluctuating workload that is both proactive and reactive ▪ Plan activities and manage own workload to ensure goals and targets are met ▪ Ability to see projects through from start to finish managing time and tasks effectively 	E E E E	A/I A/I A/I A/I
Special Knowledge		
<ul style="list-style-type: none"> ▪ Problem solving and logic skills ▪ Strong planning and prioritisation skills 	E E	A/I A/I
Other Requirements		
<ul style="list-style-type: none"> ▪ Responsible, hard-working and enthusiastic, self-motivated, highly personable and compassionate, confident, flexible, organised, creative, sense of humour, honest ▪ Ability to work effectively under pressure, on own initiative and with minimal supervision ▪ Able to work as part of a team 	E E E	A/I A/I A/I

Key: E = Essential
D = Desirable

A = Application Form
I = Interview