

Job Description

Service	Catalyst Support Limited
Job Title	Executive Support Officer
Reports to	Chief Executive Offer (CEO)
Base	Guildford
Hours	Full time – 35 hours per week
Salary	£27,000-£31,000
Organisation	<p>It's not just about what we offer, but how we offer it.</p> <p>Catalyst is a non-profit organisation working with people who are dealing with issues stemming from drug and alcohol misuse and mental health – including housing, involvement with criminal justice, relationships with family and friends and getting back into work.</p> <p>Guildford-based for over 30 years, we work throughout Surrey and its borders in partnership with a wide variety of statutory and non-statutory organisations and bodies to provide support.</p> <p>We believe change is achievable when facilitated by skilled professional staff and volunteers offering a friendly, respectful, non-judgemental and personal approach.</p> <p>Our values are Kindness, Integrity and Commitment.</p>
Purpose of Job	<p>The Executive Support Officer is responsible for providing a comprehensive and high-level support to the CEO and the Strategic Leadership Team (SLT).</p> <p>This post will be crucial in supporting the CEO to manage their busy working week more effectively. Being able to prioritise, plan and support the CEO and the SLT will be hugely valuable to the organisation's effective working.</p> <p>The post-holder will invest in building long-lasting relationships, both internally and externally, including identifying and developing relationships with prospective partners/stakeholders.</p> <p>This dynamic position requires the ability to anticipate needs, think critically, manage relationships and offer solutions to problems.</p> <p>Professionalism, integrity and understanding the importance of confidentiality will also be of high importance for this position.</p>

This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.

Key Activities:

- Provide sophisticated calendar management for CEO
 - Prioritise enquiries and requests while troubleshooting conflicts
 - Make judgements and recommendations to ensure smooth running of day-to-day engagements
- Act as a liaison and provide support to the Strategic Leadership Team (SLT), including:
 - Arranging and handling all logistics for SLT meetings and events, including drafting, compiling and distributing documents for the meeting, and taking minutes as required
 - Collating quarterly reports from the SLT for the CEO
 - Working with the People and Culture Team to manage training and development for the SLT
 - Maintaining open communications with the SLT, including meeting regularly with members of the Team and providing information and documents as needed
 - Working with the SLT to coordinate the CEO's activities
- Build and develop relationships externally and internally at all levels
 - Manage internal and external relationships with a high degree of professionalism and care
 - Identify and form relationships with prospective partners/stakeholders, taking the initiative to arrange meetings for the CEO and maintain ongoing communication
- Complete a broad variety of administrative tasks that facilitate the CEO's ability to effectively lead the Charity, including:
 - Assisting with special projects
 - Designing and producing complex documents, reports, and presentations
 - Collecting and preparing information for meetings with staff and external parties
 - Composing and preparing correspondence
 - Maintaining contact lists
 - Completing expense and mileage reports
- Serve as the primary point of contact for internal and external matters pertaining to the CEO, including those of a highly confidential or critical nature
 - Prioritise and determine the appropriate course of action, exercising judgement to reflect the CEO's style and Charity policy
 - Follow up on contacts made by the CEO to cultivate ongoing relationships
- Work closely with the CEO to keep them well informed of upcoming commitments and responsibilities, following up appropriately
 - Act as a "barometer," having a sense for the issues taking place within the Charity and keeping the CEO updated
 - Anticipate the CEO's needs in advance of meetings, conferences, etc.
- Provide a "gatekeeper" and "gateway" function
 - Act as a bridge for smooth communication between the CEO and staff
 - Demonstrate leadership to maintain credibility, trust, and support with the SLT
 - Complete projects by assigning work to appropriate staff, including the SLT, on behalf of the CEO
- Coordinate the Trustee Board Meetings, and prepare and circulate the meeting documents
- Assist with staff meetings and events as needed
- Provide project support as requested
- Provide absence cover to answer the main phone line and respond to enquiries
- Attend other meetings to provide support as requested/appropriate

General terms of reference:

In carrying out the above duties the post holder will:

- Work collaboratively across the organisation to offer support to all main functions.
- Be committed to the role and support Catalyst to be the most efficient it can be.
- Be someone who believes in fairness and conducts themselves with integrity.
- Work flexibly across operational sites, including working from home arrangements in agreement with line management, as required, which may include evening and weekend work.
- Be motivated to improve personal performance, outcomes, contribution, knowledge and skills.
- Be professional when partaking in Management, Trustee Board and other work related team meetings; appraisals, workforce development and supervision processes.
- Keep abreast of developments in services, legislation and identify good practices where appropriate.
- Contribute to maintaining safe systems of work and a safe environment for all staff on site or working remotely.
- Represent Catalyst at external agencies/meetings and support our values and the culture of Catalyst.
- Undertake other duties appropriate to the grade of the post.

Person Specification

	Essential	Desired
Qualifications and experience		
At least 3 years PA/Executive Assistant experience	✓	
Qualification in a relevant subject, e.g. business administration		✓
Experience in diary management and planning	✓	
Experience in event planning		✓
Knowledge and skills		
Strong attention to detail	✓	
Excellent verbal and written communication skills	✓	
Excellent interpersonal skills and ability to build and manage relationships	✓	
Ability to work under pressure effectively and to meet deadlines	✓	
Outstanding organisation skills, able to multi task with ease and deal with conflicting priorities	✓	
Demonstrate ability to deal appropriately and with integrity on all company confidential matters	✓	
Ability to work both independently and within a team environment	✓	
Ability to cope well with ambiguity and change	✓	
Ability to prioritise effectively and work on own initiative	✓	

Person Specification		
Confident in own abilities	✓	
Ability to communicate with a variety of stakeholders appropriately and constructively	✓	
Formal project management skills	✓	
Information technology		
Highly proficient in the Microsoft Office package, most notably Outlook, PowerPoint, Excel and Word	✓	
Experience using online meeting platforms including Microsoft Teams	✓	
Experience of using digital media for communications	✓	

Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

Please note:

- This job description may be varied from time to time as agreed by the post holder and line manager.
- This job description is subject to annual review.