



JOB DESCRIPTION

Role Name	Executive Support Officer
Reports To;	Chief Executive Officer
Salary Banding	£25,000 - £31,000 (pro rata)
Hours	10 hours per week (some evening work will be required)
Key Focus/ Role Purpose	<p>You will provide comprehensive support to the Board and CEO with all aspects of administration, including diary management, and organising and supporting at meetings.</p> <p>You will need to be:</p> <ul style="list-style-type: none">• Experienced in providing administrative support• Brilliant at communicating and facilitating meetings• Proficient with IT software, including MS Word, Outlook, and Teams• Understanding of the need for confidentiality and discretion at all times
Personal Attributes	<ul style="list-style-type: none">• Organised• Methodical• Patient• Tidy• Flexible• Confidential• Good communicator• Listener• Self-motivated• Team player• Articulate• IT competent

Key Activities

- Arrange meetings, travel, and events
- Organise training
- Distribute, coordinate, collect and record correspondence, documents, and information
- Record and produce minutes for meetings
- Reduce workload of CEO
- Central point of contact for the Board of Directors
- Processing and updating health and safety policies and procedures

CEO Support

- Collate documentation
- Type up reports
- Undertake research
- Assist in personnel work
- Maintain diary

Board Meetings

- Coordinate reports and produce paper copies of documents if required
- Put together presentations
- Check attendance to ensure quorate
- Set up room and clear away afterward
- Prepare any buffet, coffee, water etc
- Attend as support
- Take minutes and type up afterward
- Clear up afterward

Events

- Coordinate, distribute and collect event details, attendance, forms etc
- Arrange transport for CEO and the board of directors
- Deal with expenses queries and coordinate claims

Training

- Set up equipment and room
- Ensure presentations and documents available
- Distribute any pre-required documents
- Copy any documents needed for the day
- Maintain attendance list

Key Behaviours

Communication - Good spoken communication means you speak confidently, and fluent, in a way which holds others' attention through the use of an appropriate pace and level of voice. If you have good written communication, you are fluent, clear, concise and can adapt the style of your written communication to suit the audience and the circumstances to which the communication is aimed.

Team Working - A good team player fits in with the team, developing effective supporting relationships with their fellow team members by showing them consideration and creating a sense of team spirit.

Community Spirited - Being community spirited is about being part of the community you work in and you recognise the importance of your local community, the value that the credit union can add and the importance of working with your colleagues in a manner that supports the community spirit.

Understanding Our Members - Understanding our members means that you have a thorough understanding of the needs of our members and you are able to use this knowledge to promote excellent customer service to maximise opportunities for the credit union. However, you achieve this by managing expectations and avoid over promising which can disappoint and impact on our service delivery and our reputation.

Initiative - Initiative means you are able to take advantage of opportunities, anticipate situations and problems, and find the right solution. It's about not waiting around to be told what to do but taking personal responsibility to respond to an opportunity or resolve an issue. It's about going the extra mile even if it is not technically part of your job in order to deliver good customer outcomes for our members and being resourceful in identifying relevant information from a variety of sources to get to the heart of an issue. You have the ability to investigate issues and delve into a situation in order to deliver the right solution.

Passion to Perform - Having a passion to perform demonstrates a desire to achieve and be successful, It's not about helping to create a 'yes' culture but is about understanding and recognising the importance of why the credit union creates policies, procedures and goals, following them, and if you feel something is wrong having the confidence to speak up. Challenging the way we work and suggesting alternatives is an important part of our process for checking what we do and leads to good customer outcomes. Having the confidence to speak out, challenge and suggest alternatives without waiting for someone else to do it for you. It's about having a belief in yourself and a desire to fight for what is right and prepared to take a chance to improve not just your performance but the overall success of the credit union.

Flexibility - Having flexibility means you are willing to adapt your thinking and behaviour to suit different situations. You recognise the value of alternative views to issues and are enthusiastic and supportive of change which will benefit our members, colleagues, and the credit union. You are prepared to listen to other people's views and take on board their comments even if sometimes it means changing your current plans or way of working.

Delivery Focused - Setting yourself high standards of work and striving to exceed your performance objectives in order to achieve quality, efficiency, accuracy and excellence in all aspects of your work. You take personal responsibility for your own time management and your focus is on getting work right first time and on time, continually checking for accuracy. You demonstrate a willingness to finalise loose

ends, ordering activities that need to be undertaken to ensure a task is fully completed on time.