



EXECUTIVE ASSISTANT & HEAD OFFICE ADMINISTRATOR

Part time - 3 days per week

Department:	Administration
Job title:	Executive Assistant to Senior Leadership Team & Head Office Administrator
Reports to:	Chief Executive
Based at:	Head office
Salary:	£28,000-£30,000 FTE (pro-rated to £16,800-£18,000)

Job Summary

This role will provide proactive and efficient administrative and operational support to the Senior Leadership Team and the Board of Trustees, whilst observing the strictest confidence. Provide proactive and efficient administrative support at the Head Office. The Senior Leadership Team comprises the Chief Executive, Director of Care Services, Director of Finance and Operations, Director of Fundraising and Engagement and Director of HR & Volunteering.

The role is responsible for a wide range of cross-organisational tasks and projects as directed and will be part of a job share arrangement, working 3 days per week.

The post holder will live the Rainbow Trust Values and effectively communicate with all stakeholders, over the telephone, online, by email and face to face.

Rainbow Trust Children’s Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed.



Areas of Responsibility (specific to role)

Senior Leadership Team and Board

- Provide comprehensive administrative and project support including management of external incoming and outgoing communications for SLT, and act as first point of contact for SLT enquiries
- Act as key point of contact for Trustees and a wide range of external contacts, maintaining a professional, confidential and responsive approach
- Support and be a member of the Senior Leadership Team, responsible for organising meetings, taking the minutes/key actions of meetings and ensuring timely follow up of actions
- Arrange all SLT, Board and Committee meetings, All Employee calls, SLT Roadshows, Health & Safety and GDPR committee meetings
- Organise the annual SLT Roadshows, liaising with care teams to produce comprehensive itinerary
- Support the Director of Finance with annual audit deadlines and requirements
- Support the Director of HR & Volunteering with mandatory training monitoring and reminders across the organisation
- Assist the SLT in day to day activities, including the monitoring of the progress of their various projects and organise as required internal and external meetings for each SLT member including sector-wide meetings
- Liaise both internally and externally dealing with routine enquiries, taking messages and ensuring these are dealt with promptly and appropriately
- Make travel and hotel arrangements as required and manage monthly credit card statement reconciliations for SLT
- Update the SLT section of the intranet and the home page and prepare and distribute SLT Briefing to all staff

Charity Members

- Manage and communicate effectively and efficiently with the charity membership
- Arrange for a quorate AGM, including issuing invitations and papers in a timely fashion, drafting scripts for the Chair and Chief Executive, taking comprehensive minutes and ensuring timely follow up of actions

Head Office

- Sort, distribute and manage incoming and outgoing post including the handling of donations to IoF Code of Practice regulations
- Manage Head Office shared consumables e.g. milk, tea, coffee etc. and kitchen equipment
- Lead on general operational issues in Head Office including franking machine, stationery orders, cleaning materials, managing and monitoring switchboard voicemail messages, sign-in sheets, shredding, parking.
- Manage subscriptions and charity online operations services
- Ensure display of appropriate notifications in head office such as Health & Safety, First Aid, and other relevant information
- Manage the Business Continuity documentation
- Support the onboarding of new starters to head office and provide head office induction
- Conduct workstation assessments and supply required equipment
- Welcome visitors to the office

Other

- Provide such other support across the head office or organisation as may be required from time-to-time.
- Work closely with the Facilities Manager to provide contingency for operation support when required

General Responsibilities

SUPPORTING FAMILIES WITH A SERIOUSLY ILL CHILD

Leadership and Strategy

- Provide constructive and positive leadership that inspires colleagues, volunteers and interns
- Operate in compliance with relevant legislation, best practice, and policy
- Commit to Performance Management Process and develop stretching objectives to meet the strategic plan
- Take responsibility for own professional development following the PMP process
- Professionally represent the department and the charity internally and externally
- Live the Rainbow Trust Values

Operational and Project Planning

- Develop and proactively manage own individual work programme in consultation with line manager to weekly, monthly, quarterly and annual timeframes
- Take individual responsibility for meeting agreed outcomes and objectives
- Monitor work programme progress against agreed KPI's and targets and report any variance
- Negotiate with suppliers to ensure best value for money is obtained
- Organise own time and resources effectively and use initiative

Working with Customers and Service Delivery

- Develop and maintain effective relationships with key external contacts
- Act as a representative of the charity to a variety of external and internal audiences, in different contexts and events
- Ensure requests for information and action from supporters are responded to promptly and their reasonable expectations are met
- Report any complaints received to the team from supporters, suppliers or any other external or internal contacts
- Relay information and supporter contact via the required internal mechanisms
- Develop and maintain relationships with external training providers and Universities to support staff to be the best they can be and remain an employer of choice

Developing, Maintaining Systems and Procedures

- Take a continuous improvement approach to activity striving for maximum efficiency and effectiveness
- Ensure data relevant to areas of responsibility and activity is appropriately recorded and stored in the HR database
- Utilise and interrogate data to monitor progress towards individual objectives
- Contribute to wider data collection and analysis exercises across the department
- Ensure compliance with data protection guidelines, GDPR and corporate policy, including regular data cleansing exercises

People Management and Development

- Support in the recruitment and retention of high calibre volunteers, interns and employees, following best practice and HR legislation
- Inspire and provide advice and support to volunteers and interns under the direction of line manager and to Volunteer Management guidelines
- Monitor interns' work programmes and report back to a line manager
- Recognise and value the contribution of volunteers and interns

Team Working and Collaboration

- Proactively share professional knowledge and expertise to colleagues and provide timely advice in line with policies and procedures
- Collaborate effectively with colleagues across the department and organisation in order to deliver to deadline and meet objectives
- Proactively participate in team meetings and away days, SBI feedback, buddy scheme, as well as annual staff conference
- Attend training as necessary in order to meet changing needs, new technological developments and service requirements

Special Conditions

- All staff have a responsibility to maintain an up-to-date knowledge and awareness of issues around the safeguarding of children, through the completion of the relevant training at a level commensurate with their role
- All staff must adhere to Rainbow Trust's safeguarding policies and procedures
- Some UK travel may be required very occasionally
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager.

PERSON SPECIFICATION

Executive Assistant & Head Office Administrator



SUPPORTING FAMILIES
WITH A SERIOUSLY ILL CHILD

ESSENTIAL

DESIRABLE

Experience

(Previous roles,
types of organisations)

- Strong, varied, high-volume administration experience, which must include diary management and working with customers and colleagues
- Experience of working in a customer facing role
- Producing accurate, high-quality work
- Experience in working in a small team with demonstrable flexibility and adaptability to support team deliverables

- Worked in a charity

Special Competencies

(Specific job-related skills
knowledge understanding)

- Strong verbal and written communications skills
- Understands the importance of confidentiality
- Neat and organised, and able to carry out instructions carefully
- Strong MS Office knowledge
 - Office 365 – emails and diary management
 - Competent with Excel spreadsheets – ability to manage data and report on outcomes to deadline
 - Competent use of Word – completing mail merges
 - Basic PowerPoint – can create visual presentations

Disposition

(Influence over
others, dependability, self-reliance)

- Patient and consistent – applies good attention to detail and accuracy even with repetitive work
- Cooperative working style – enjoys being helpful towards others
- Better-than-average level of accuracy, applying careful attention to the quality of work produced
- Works well at a steady pace with the support and encouragement of management
- Approachable, easy-going and helpful team member
- Meets deadlines

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ESSENTIAL

DESIRABLE

Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Careful - makes cautious decisions within clear guidelines and the full support of team or management
- Collaborative and unassuming
- Respects and seeks direction from others
- Works harmoniously within the team and follows up in a caring non-threatening manner
- Flexible approach with the ability to work in a professional and ethical manner

Attainments

(Academic & professional qualifications & training)

- Educated to A level/or equivalent experience

Motivation

(Ambition, money, security)

- Completing tasks accurately in a steady, methodical manner
- Producing high quality work
- Strong sense of duty
- Working within a harmonious team and enjoys helping others

Circumstances

(Mobility, special demands of job, unsocial hours)

- Commitment to own continuing professional development
- Able to work flexible hours