

Job Description:

Board and Executive Team Assistant

Job Title:	Board and Executive Team Assistant
Salary Range/Grade:	Grade - G (£25,463 - £29,910 at 2018-19 pay rates)
Hours:	37 Hours per week
Work base:	Rushden
Reporting To:	Chief Executive Officer (with regular contact with the Chair of Trustees)
<p>Responsibility for</p> <p>Enabling the Chief Executive to fulfil his responsibilities optimally, supporting the Deputy Chief Executive (DCE), Chief Operating Officer (COO) and Chair of Board and assisting them and others on key projects, priority pieces of work, and contributing to great management of external and internal relationships in line with our values.</p>	
<p>Role Purpose</p> <p>This role contributes to Spurgeon's mission primarily by supporting the Chief Executive with a range of organisational, administrative and creative services delivered with expertise, passion and exemplifying Spurgeons' core values and beliefs. Additionally, the post-holder will contribute to a flourishing and professional organisation by providing support to the DCE and COO, Chair of Board and trustees on ensuring that our governance and senior leadership carry out their work effectively, efficiently and excellently.</p>	
<p>Performance Indicators – contributing toward achieving against the Annual Charity Plan</p> <ul style="list-style-type: none"> • Supporting the Chief Executive day-to-day work from diary management and administrative tasks through to contributing to work in communications, fundraising, campaigning, and research. • Being responsible for ensuring that Spurgeons Policies are kept up to date. • Central and strategic meeting support. • Efficient event and meeting management. • Maintaining good governance arrangements in line with sector standards as set out in the Charity Code of Governance. • Promoting Spurgeons values and core beliefs, which includes arranging the programme for 'weekly reflections' meeting at the central office and contributing to the faith section of Spurgeons Intranet and supporters' prayer newsletter. 	
<p>Occupational Requirement</p> <p>This post has an occupational requirement to be able to demonstrate commitment and adherence to the Christian faith as set out in Spurgeons Statement of Faith.</p>	

Outcomes and Competencies

Personal standards and character

- To be positive and solution focused in supporting trustees chief executive and senior managers; autonomous and an initiative-taker in using experience and expertise to pre-empt problems and issues that need to be addressed in order to achieving the role's aims; and inquisitive and proactive in wanting to grow professionally and personally in a role that is at the heart of a vibrant transformative medium size charity.
- To be always aware of being a role model to others in living Spurgeons values out in practice, challenging and inspiring others to do the same.
- An ability to thrive in an environment where the work is varied and multi-faceted and flourish by being able to identify large and small, mundane and 'exciting' work as all being vital in contributing to Spurgeons greater mission and faithfulness.

Supporting the Chief Executive, Deputy Chief Executive and Chief Operating Officer

- i. Diary and calendar management carried through to providing good and timely support to enable chief executive, DCE and COO to carry out their roles effectively (e.g. organising travel; briefings for external meetings, etc.).
- ii. Organising, planning, assisting and/or delivering meetings and events – this could being responsible from end to end or in a part of the process.
- iii. Undertaking basic research and providing information clearly and succinctly to others (either in writing or presenting back).
- iv. Preparing basic papers, letters, and presentations for senior managers (mainly the chief executive or DCE).
- v. Managing internal and external relationships (e.g. with key contacts in our projects; suppliers; equivalent peers in other organisations).
- vi. To manage contact and relationships with churches, Christian organisations and institutions as well as key individual Chirsitan supporters.

Providing Professional Creative and Administrative Support to key areas of work across Spurgeons Central Office

- i. Providing administrative support to Panel meetings (currently these cover Health and Safety; Safeguarding and HR).
- ii. Help marketing and communications, fundraising and church partnership teams deliver their work by carrying out specific tasks that may be one off or regular commitments proportionate to this role.
- iii. Organise and ensure the smooth delivery of weekly reflections meetings at central office, including part of the tam that leads these meetings. The post holder will also have the ability to lead prayer times/ meetings in other work forums.
- iv. Assist in developing ideas and content for blogs (especially faith related), social media posts, and Spurgeons prayer news.
- v. Supporting the smooth running of events organised by or prioritised by the chief executive, DCE or COO – these might include staff days, managers meetings/ conferences, induction days, etc.

- vi. Lead Spurgeons commitment to provide access to our records for those researching Spurgeon, Spurgeons, or children and young people we might have supported or cared for.

Provide professional administrative support to the Chair and Board of Trustees

- i. Prepare and circulate Board papers, ensuring they are correct and on time. Assist the chief executive and chair prepare agendas.
- ii. Take and circulate Board minutes.
- iii. Drafting appropriate papers for the Board (e.g. Summary of Charity Commission key updates, cover sheets for different agenda items, etc.).
- iv. Set up Board meetings, including sourcing venues, assisting with trustee travel, hospitality, and ensuring appropriate technical requirements for the meetings.
- v. Manage Spurgeons email correspondence and calendar on behalf of the Chair and chairs of the Board's sub-committees.
- vi. Provide administrative support as above for Board sub-committees.
- vii. Assist in helping meet trustees' aspiration to visit Spurgeons projects, meet staff, take part in Spurgeons events and undertake appropriate training and networking.

The responsibilities and tasks listed above reflect the areas and types of work the role covers at the time of writing. The post holder may be called upon to undertake other duties appropriate to their capacity and capability. This role descriptor should be reviewed by the post holder and manager at least once a year as part of the annual appraisal process.

Person Specification			
Attainments	To be considered for this post you have to demonstrate you have:	Criteria	
Qualifications	<ul style="list-style-type: none"> • General education to minimum GCSE standard including Maths and English Language • NVQ 3 Business and Administration or equivalent qualification • An intermediate ability for using Microsoft Office Suite • Knowledge of standard office practices and procedures including some basic finance processes. 	E E E	D
Experience	<ul style="list-style-type: none"> • Previous similar experience - preferable at least 3 years' experience - providing support at a high level. • Experience of servicing a governing body of a charitable institution or similar organisation. • Extensive experience of maintaining and developing administrative systems. • Experience of working and liaising with: <ul style="list-style-type: none"> - senior managers, and - Trustees. • Demonstrable track record of maintaining confidentiality and absolute discretion with sensitive information. • Meeting deadlines, prioritising work, managing time well and producing high quality work under pressure. 	E	D D D D D
Work Based Knowledge	<ul style="list-style-type: none"> • In depth knowledge of office management and administrative practice to a standard relevant to the role. • Working knowledge of health & safety issues within an office environment • Working knowledge of using the latest in new technology to develop administrative systems for the office setting. • A knowledge of how charities operate. • An interest in children and young people and/or Christian mission and social action. 	E E E	D D
Skills	<ul style="list-style-type: none"> • Be a person of integrity, maintaining confidentiality and remain impartial. • Outstanding and demonstrable interpersonal skills – able to demonstrate appropriate levels of emotional intelligence and comfortable in a variety of settings and with a wide range of people. • Be able to organise and prioritise work appropriately and complete tasks efficiently and to deadline. 	E E E	

	<ul style="list-style-type: none"> • Interpret requests and briefs and translate quickly and accurately into clear outputs. • Ability to work effectively either as part of small team or independently, and to liaise effectively with a wide range of stakeholders to complete tasks. • Demonstrate excellent customer practice in handling internal and external enquiries. • Financial management and budget setting. • Effective persuading, communicating and interpersonal skills to gain commitment, confidence and compliance. • Demonstrably accurate, methodical and organised ways of working • Quickly produce accurate minutes and reports. • Identify and adopt new technology to improve efficiency and effectiveness 	E E E E E E	D D
Special Job Circumstances	<p>This post has the following special circumstances:</p> <ul style="list-style-type: none"> • Occupational Requirement – A demonstrable commitment and adherence to the Christian faith as set out in Spurgeons Statement of Faith. • An ability to identify with and reflect our charitable values of compassion, inclusion and hope. • Flexible approach to hours due to potential travel and supporting the needs of colleagues in the wider team. This may include occasional weekend and evening work and national travel. <p>Note: If you have difficulty in meeting these conditions because of a disability or family circumstances, the appropriate manager will discuss it with you in order to consider reasonable adjustments to the job or working conditions.</p>	E E D	

Competencies (expected behaviours)

Within the three performance fundamentals Spurgeons identified ten core competencies that describe expected behaviours for which staff is required to work within, at the level of their role which are underpinned by **Spurgeons Core Values**. For each post there are job critical competencies that are key in ensuring the role is done effectively which are complemented by other core competencies to ensure successful job performance. Please refer to Spurgeons Competency Framework for detailed descriptions.

COMPETENCY	LEVEL	JOB CRITICAL	OTHER CORE
PROVIDING EXCELLENT SERVICES			
Focusing on the Customer To meet customers' (service users and colleagues) needs and aims to continuously improve the services they provide to make sure customers receive an excellent service.	3	✓	
Safeguarding People To ensure that all service users are appropriately safeguarded and that all staff are kept safe whilst working; safeguarding being always recognised as of paramount importance.	2		✓
Delivering Outcomes To ensure agreed outcomes are delivered in the most efficient and timely way by embracing a creative and entrepreneurial approach.	3	✓	
MANAGING SELF AND OTHERS			
Providing Direction Leading and providing direction to individuals, supporting and enabling them to make a positive contribution to the current purpose and future vision of the organisation.	3		✓
Working as a Team To work effectively with other people and use the diversity of the team to create a working environment which helps achieve the tasks.	3	✓	
Developing Self and Others To behave ethically and professionally within your role, being aware of your own and other people's strengths and weaknesses, and take steps to learn, develop and achieve high levels of performance in yourself and others.	3		✓
Embracing Change To embrace change effectively within services and departments through reflective, motivating and flexible leadership and team working.	3	✓	

<p>Communicating with Clarity To ensure the effective use of written and oral communication skills to convey information and ideas to individuals and teams within and outside the organisation and create opportunities for individuals to respond and provide feedback.</p>	3	✓	
<p>MANAGING RESOURCES</p>			
<p>Making Evidence Based Decisions To identify and use various sources of evidence, making meaning of it to understand how relevant and valid it is, to enable effective decision making that improves performance and delivers outcomes.</p>	3	✓	
<p>Planning and Managing Resources To make sure the organisation delivers its key priorities, tasks and forecasts; effectively manage risks, relationships and use resources in efficient ways to deliver outcomes.</p>	3		✓