

JOB DESCRIPTION AND ROLE SPECIFICATION

Executive Support Officer – permanent

ROLE PURPOSE

The Executive Support Officer will provide flexible, high-quality administrative, delivery and strategic support to the Chief Executive Officer (CEO) and Strategic Leadership Team (SLT) including effective and efficient management of the CEO's diary, inbox, meetings, key events and correspondence, supporting and enabling the CEO and SLT to lead the organisation and to deliver the strategy. They will coordinate leadership team meetings and Trust-wide events and provide a first point of contact and central coordination on submissions to the Royal Society of Wildlife Trusts (RSWT).

REPORTING TO: CEO

LINE MANAGEMENT OF THE FOLLOWING ROLES:

No line management responsibility, although a high degree of matrix working will be required.

OTHER WORKING RELATIONSHIPS

Within the organisation

CEO, Strategic Leadership Team (SLT), Operational Leadership Team (OLT), Governance Officer, Strategy and Impact Team, PR and Communications team and a range of teams across the Trust.

Outside the organisation

A wide range of high-level stakeholders including key partners and other external stakeholders.

MAIN DUTIES

Strategic support for the CEO

1. Manage the CEO's diary to ensure it continuously reflects current priorities and responds to emerging needs. Protect the CEO's time by prioritising communications and meetings.
2. Oversee the CEO's inbox, being the first point of contact on communications with both internal and external stakeholders, including categorising incoming mail, responding to agreed categories of email and triaging or delegating to other team members where relevant.
3. Support the CEO in preparing for externally hosted meetings including agendas, papers, travel arrangements, contact details and expenses.
4. Support the CEO in drafting of presentations to internal and external audiences for talks, events and other activities, including gathering content from across the Trust, identifying the key messages and audience needs and drafting accordingly.
5. Organise meetings hosted by the CEO, internal, external and online, including arranging room or venue bookings, on-line meeting bookings, welcoming guests, sourcing and providing refreshments..
6. Coordinate Strategic Leadership Team (SLT), Operational Leadership Team (OLT) and All Staff meetings, organising agendas and the timely submission and sharing of papers, managing the attendance of any additional participants and liaising with SLT / OLT on actions arising.
7. Maintain confidentiality and discretion at all times and a diplomatic approach in all contacts.

8. Support the Governance Officer by providing mutual leave cover and other collaborative support as required in governance and legal matters

Internal Communication & Collaboration

1. Manage key cross-organisational events, such as all staff days, conferences and others ensuring timely input from all relevant team members and including venue booking, transport, equipment, catering and attendance as required.
2. Provide additional support to a variety of teams for event management and co-ordination as and when required.
3. Support the CEO in production of regular communications, including drafting the weekly all staff email, developing shared processes & channels to ensure constructive communication with internal & external stakeholders.
4. Establish a regular all staff update on key outcomes from SLT and OLT meetings.
5. Support with delivery of other internal communication actions and plans

Relationship Management

1. Act as key liaison with the Royal Society of Wildlife Trusts (RSWT) and other Wildlife Trusts, co-ordinating and collating trust-wide submissions to RSWT as required on climate adaptation, impact measures and other shared areas of interest. Engage with appropriate Wildlife Trust federation activities as the representative for Norfolk Wildlife Trust.
2. Use the Trust's client relationship management system (CRM) to record and report meetings and correspondence between key contacts, the CEO and SLT members.
3. Oversee delegated complaints on behalf of CEO, ensuring a prompt response and resolution.

Other responsibilities

1. Model collaboration across the organisation, working with colleagues across the organisation to ensure common standards and procedures are developed and maintained.
2. Develop and maintain effective relationships with all relevant parties, acting as a representative of Norfolk Wildlife Trust as required.
3. Undertake other ad hoc duties as reasonably requested by and/or agreed with your line manager and / or the CEO.

PERSON SPECIFICATION

Essential:

- Demonstrable experience of providing high-quality administrative support at senior executive level including effective diary, correspondence (including inbox) and schedule management.
- Strong interpersonal skills with evidence of having established, developed and managed effective relationships with a range of senior stakeholders, both internally and externally and with colleagues at all levels across the organisation.
- Excellent organisational skills, with the ability to work under pressure, managing multiple tasks simultaneously to deliver on time and on budget.
- Ability to take high levels of ownership of tasks, anticipating problems that may arise, taking initiative and finding effective and appropriate solutions to ensure success.
- Proven ability to adapt to change and bring a positive and approachable outlook.
- Excellent verbal and written communication skills with a clear communication style, strong attention to detail and the ability to adapt to a range of audiences in person and in writing.

- A demonstrable high level of computer literacy with additional high competence in using the Microsoft Office suite, MS Teams and SharePoint.
- The ability to work effectively autonomously and in internal and external team environments, learning from and leveraging others' expertise and continually developing your own skills.
- A high-level of proven numeracy and literacy skills including management of budgets
- Full UK-valid driving licence and use of a vehicle.
- Willingness and ability to work outside of standard office hours on occasion if required.

Desirable

- Event management experience up to and including conference level.
- A basic understanding of internal communications, culture and strategy as related to charities
- Skilled in using additional supporting systems such as a CRM system, other reporting and presentation packages and/or developing and maintaining intranet content.
- A basic understanding of legal and governance matters relating to charities
- Commitment to the work of Norfolk Wildlife Trust.

LIMITS OF AUTHORITY

Sign purchase orders and commit expenditure to agreed limits.

HEALTH AND SAFETY

Attached with contract.

RISK ASSESSMENT

Provided with employment contract. Reviewed annually as part of Annual Appraisal.

We value respect, integrity, trust and responsibility. We want our people to be as diverse as nature itself and so we particularly encourage applications from those currently under-represented within our sector, including people from minority ethnic backgrounds and people with disabilities. We welcome people of all backgrounds and levels of experience with nature and continually strive to improve our culture and practices. We are committed to creating a movement that recognises and truly values individual differences and identities. Please let us know if you require any adjustment processes to make our recruitment process more accessible.