

## Job Description

<b>Job Title:</b>	<b>Chief of Staff</b>
<b>Reports to:</b>	<b>Chief Executive</b>
<b>Duration:</b>	<b>Permanent (subject to 6-months' probation)</b>
<b>Salary Range:</b>	<b>Circa £60,000 per annum + generous benefits package</b>
<b>Location:</b>	<b>Home based with UK wide travel</b>

### Purpose

As a de facto member of the senior leadership team (SLT), the Chief of Staff (COS) will support the Chief Executive (CE) and his SLT in coordinating and contributing to the strategic leadership of the organisation.

The post-holder will work principally to the CE to ensure the prioritised, effective, efficient and timely coordination of strategic and operational tasks and outputs. The COS will be responsible for the running of the CE Office and associated staff and is the cross-Group functional bridge between senior and middle management. The COS must be able to accurately represent the CE views internally and externally and build an open and transparent bridging function to the CE. The COS attends key management and governance meetings, contributing to debate where appropriate.

The COS will represent the CE and Shaw Trust and must maintain the very highest standards of professionalism and discretion, demonstrating the highest standards of integrity and empathy. They should have the confidence to act on urgent issues when necessary. They will be able to handle complex situations and multiple responsibilities simultaneously, adding intellectual critique and depth to all work strands in seeing them to completion. They will take a programmatic view in organising and prioritising the CE's office outputs and instigate and maintain a robust management system of them. To accomplish the overall task, the COS will need to act as the liaison between the CE and all stakeholders, both internal and external and therefore must be collaborative, with the ability to build strong and sustainable relationships at all levels of the organisation.

### Main Duties and Responsibilities

1. Run the CE's office effectively and efficiently so as to maximise the potential of and the coordination of the senior executives, to release capacity from routine and repeating functions and tasks.
2. Coordinate and monitor the CE's task lists and diary to ensure that all business is delivered appropriately, to the right standard and in a timely manner in coordination with the SLT.
3. Ensure the CEO strategic risks are always current and being mitigated through established structures and processes.

4. Provide line management and direction to Head of Marketing and Communications.
5. Manage specific short-term projects on behalf of the CE, either to completion or transition into a directorate.
6. Support the CE in areas such as horizon scanning, corporate strategy development, innovation and future service development.
7. Act as the initial gateway for stakeholders contacting the CE and resolve issues on behalf of the CE that do not require their attention.
8. Conduct research, and, in liaison with marketing, prepare speeches and presentations for the CE on an array of topics and for a variety of audiences.
9. Anticipate the needs of the CE and SLT and provide the appropriate support and guidance to ensure the team is operating efficiently and effectively.
10. Ensure that the CE is prepared for meetings and events and attend with, or on behalf of, the CE as appropriate.
11. Foster productive and collaborative relationships internally and externally on behalf of the CE.
12. Represent and act on behalf of the CE as required. The post holder will speak on behalf of the CE at all levels and externally as appropriate.
13. Work closely with the Executive Assistant to the CE and Trustees to ensure the appropriate management of the CE's calendar so that all priorities are met.
14. Support the CE in the effective cross-functional management of Shaw Trust's business.
15. Assist the Board, committees, CE and SLT with special projects by conducting research, collecting and analysing data, drafting reports, and preparing presentations for internal and external stakeholders.
16. Provide extra capacity and innovation across the organisation, allowing emerging opportunities to be fully explored.
17. Assist in the preparation and dissemination internal and external communications from CE.
18. Provides training and coaching for other staff members.
19. Manage the CE's relationship with external professional services advisory firms.
20. Keeps up with industry trends by reading literature and communicating with peers

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to Line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.
10. Ensure that good practice is shared across employment services and with the wider organisation.
11. Actively promote and embed the Trust's behaviours.

This role description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

## Person Specification

### Job Title: Chief of Staff

(E = Essential D = Desirable)

#### SKILLS AND CORE COMPETENCIES

##### Technical competency (qualifications and training)

- Appropriate qualifications to support the role **(E)**

##### Experience

- Proven experience being able to support and advise the CE, streamlining strategic objectives, communicating objectives between departments, contributing to the board and being able to convey clear messages and advice to Trustees. **(E)**
- Proven experience organising and directing multiple teams and departments. **(E)**
- Experience planning and leading strategic initiatives. **(E)**
- Experience with data analysis. **(D)**
- Experience of influencing government at local and national level; comfortable within a political environment and able to work with and influence public and private sector partners. **(D)**
- Able to show how to implement approaches to simplify complex processes and make efficiencies and savings. **(E)**
- Command of an in-depth understanding of public sector commissioning at national and local level. **(D)**
- Substantial recent experience of business partnership, relationship and facilitation management skills gained in a similar role in a multi-functional, geographically dispersed organisation. **(E)**
- Experience related to merger and acquisition integration, organisational change management **(D)**
- Demonstrable ability to quickly understand and resolve business issues and ideas, working closely with staff at all levels of the business **(E)**
- Experience of working with government and/or Local Authority contracts **(D)**
- Understanding of UK not for profit sector **(D)**

## **Skills and Attributes**

### **1. Verbal communication skills**

- Highly developed ability to verbally convey information to a range of audiences in a clear, inspiring and confident way to achieve desired outcomes **(E)**

### **2. Written communication skills**

- Excellent written communication skills to analyse interpret and present complex information e.g. strategies, programmes, mandates, business cases etc. in a clear and persuasive way for a wide range of audiences **(E)**

### **3. Relationship development skills**

- Highly developed ability to develop and maintain relationships at board and executive levels **(E)**
- Highly developed ability to establish, develop and maintain relationships with a wide variety of people, including senior level individuals to achieve desired outcomes **(E)**
- Highly developed ability to successfully influence and negotiate with others to achieve desired outcomes **(E)**

### **4. People management skills**

- Highly developed leadership, management and team building skills, and working well with others as part of a team, coaching and giving support and recognising expertise in others **(E)**

### **5. Budgetary management skills**

- Proven ability to control and manage a budget, keeping within financial limits, monitoring and forecasting income and expenditure, identifying possible shortfalls or overspends and taking timely and appropriate action **(E)**

### **6. Personal organisational skills**

- Excellent organisational skills with the ability to organise and plan own work and the work of others to deliver objectives on time **(E)**

### **7. Project Management Skills**

- Proven experience of working with project management methodologies **(E)**
- Ability to identify opportunities and to research and evaluate their viability in order to achieve desired outcomes **(E)**

## **8. Creativity**

- Proven ability to demonstrate initiative and creativity to achieve desired outcomes  
(E)

## **Personal qualities, communicating and relating to others**

- A flexible outlook and comfort working with diverse / devolved business units (E)
- A strong commitment to high standards of service delivery and customer care (E)
- Nimble business mind with a focus on developing creative solutions (E)
- Strong project reporting skills, with a focus on interdepartmental communication (E)
- Commitment to apply Shaw Trust's values and behaviours to all aspects of work (E)
- Willingness to work flexibly in approach to work and/or work time requirements (E)

## **Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires an Enhanced DBS check (E)

## **Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities, Diversity and Inclusion. (E)