

## **HRF20 Job Description – Business & Administrative Support Officer**

Post	Business and Administrative Support Officer including provision of PA support to the Senior Leadership Team
Job Purpose	To contribute to the achievement of company objectives by managing and co-ordinating the administrative support to the Senior Leadership Team and wider service
Location	Gloucestershire
Line Manager	Executive Support Manager
Job Category	Child and Adults Workforce: any position that involves working/volunteering with children and adults.
DBS Disclosure	Enhanced

To comply with and understand Prospects safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

### **Job Description**

This is a general description. The emphasis on duties may vary depending on the work location, training, experience and support.

1. Contribute to the strategic and operational development of the Youth Support Team by establishing and developing administrative functions and needs .
2. Provide PA support to the Senior Leadership Team.
3. Respond to emails on behalf of Senior Managers, including flagging those requiring an urgent response .
4. Organise meetings, including co-ordination of attendance, preparation of paperwork and minute-taking.
5. Assist with Team Improvement Plans, including performance monitoring and chasing actions.
6. Offer general project management support to the Senior Leadership Team.
7. Support quality-focused areas of work and preparation for external inspections and audits.

8. Organisation of staff and management events.
9. Work closely and flexibly with Head Office colleagues to provide support to the Senior Leadership Team and deputise for the Executive Support Manager as required.
10. Ability to line manage a small team ensuring there are clear work plans, objectives and regular supervisions and annual appraisals.
11. Ensure adherence to the company's equalities and diversity policy.
12. Flexibility to and work evenings/weekends if required.
13. Other duties commensurate with the level and nature of the post.

## **Personal Specification**

- Appropriate qualification in administration, finance or management, with extensive experience of:
  - providing PA support at a senior level
  - implementing and maintaining administrative systems
  - arranging and preparing high-level, complex meetings
- Excellent ICT skills including Word, Excel and PowerPoint
- Demonstrate discretion and confidentiality of practice with experience of working in an environment where sensitive and distressing information may be shared
- Ability to communicate, network and negotiate with individuals and groups, both within and outside the company
- Ability to prioritise, plan and organise own workload and that of team members to meet deadlines and achieve company objectives
- Ability to represent the company and establish good working relationships at all levels
- Ability to establish and embed quality assurance systems
- Experience of managing and developing staff, including performance management
- Committed to continued self-development and willingness to participate in training
- Have a positive attitude, be flexible and with an adaptable approach to challenges and change
- Understanding of safeguarding young people and vulnerable adults and an ability to demonstrate how this applies to their work
- Understanding of and commitment to implementing equal opportunities and safeguarding practices into all aspects of work
- Hold a full driving licence with own transport to travel to other offices