

# **JOB DESCRIPTION AND ROLE SPECIFICATION**

## **Executive Support Officer - permanent**

### **ROLE PURPOSE**

The Executive Support Officer will provide flexible, high-quality administrative and strategic support to the Chief Executive Officer (CEO) including effective and efficient management of his diary, meetings, key events and correspondence, supporting and enabling the CEO to lead the organisation and to deliver the strategy. They will coordinate leadership team meetings, trust wide events and support our management and performance reporting. They will provide a first point of contact and central coordination on submissions to the Royal Society of Wildlife Trusts (RSWT) and coordinate our net zero 2030 work.

**REPORTING TO:** Head of Strategy

### **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 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. Manage correspondence between CEO and external stakeholders, including categorising incoming mail, 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 drafting of presentations to internal and external audiences for talks, events and other activities
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 and book 1:1 meetings and annual performance reviews for the Chief Executive's direct reports.
7. 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.
8. Maintain confidentiality and discretion at all times and a diplomatic approach in all contacts.

## **Internal Communication & Collaboration**

1. Maintain an accurate organisational calendar, ensuring teams are aware of key events and one another's capacity across the year.
2. 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.
3. Support the CEO in production of regular communications, developing shared processes & channels to ensure constructive communication with internal & external stakeholders.
4. Create a working draft of the weekly all staff emails & establish a regular all staff update on key outcomes from SLT and OLT meetings

## **Management reporting**

1. Support SLT and Head of Strategy in collating and enhancing quarterly organisational performance reporting and the process for compiling annual impact reporting working with the PR and Communications team.
2. Maintain and enhance dashboards and reporting of key performance indicators (KPIs) and objective key results (OKRs) to provide status updates, trends and actionable insights.
3. Perform ad-hoc analysis and management reporting as required, collating and interpreting data and presenting actionable findings to stakeholders in a clear and concise manner.
4. Identify opportunities to improve cross-organisational systems, policies and processes and support the implementation of agreed improvements.

## **Sustainability**

1. Co-ordinate the Trust's management and reporting of it's net-zero action plans including collating and submitting the RSWT carbon calculator and improve our sustainability data.
2. Develop and adopt relevant data models and reporting to support sustainability initiatives across the Trust

## **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. Be the first point of contact for complaints, ensuring a prompt response and resolution. Liaising with appropriate manager/team as necessary, logging all correspondence on CRM and escalating as appropriate. Ensure all staff and relevant Team Representatives are aware of the Complaints procedures.

## **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 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.
- Capacity 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, on social media and via written information.
- A demonstrable high level of computer literacy with additional high competence in using the Microsoft Office suite, MS Teams, Zoom 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.
- Skilled in using additional supporting systems such as a CRM system, other reporting and presentation packages and/or developing and maintaining intranet content.
- A strong commitment to nature conservation and 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.