

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Post title: Executive Support Administrator

Salary: Scale 7 (pro rata)

Hours: 21 hours per week

Reports to: Executive Assistant

Responsible for: n/a

Organisational Expectations:

Our values underpin Inspire North and its Associated Companies and assist us in delivering our vision and purpose. You have a responsibility to adhere to and promote our values in everything you do in the work environment.

Our aim is to provide a high-quality service adhering to principles of best practice, promoting diversity and inclusion. All posts have two main functions: to carry out the duties as outlined and be proactive in continuously improving service delivery.

Outline of Post:

Based at our Head Office the post holder will provide high quality administrative support including planning and minuting key meetings and coordinating events.

Working in partnership with the Reception Administrator, this role will support front of house to promote a first-class front of house corporate service including responding to enquiries and supporting the smooth running of our head office.

This role will act as support for the Executive Assistant and will assist to deliver Executive Support projects using excellent communication and organisational skills and developing good working relationships with services.

MAIN TASKS:	
1	To assist in the delivery of a first-class front of house service whether face-to-face, by phone, email or post including answering enquiries, signposting clients and supporting the day-to-day running of head office.
2	To service meetings including minute taking, collation and distribution of meeting papers, coordinating attendance, etc.
3	To drive the delivery of the Executive Support Projects including liaising with services, setting timeframes, requesting updates, and in turn updating project documentation to ensure they remain on track.
4	To assist in the coordination and delivery of events, diaries and meetings e.g. diary invites, booking venues, organising catering and meeting administration.

5	To maintain admin systems and Outlook calendars, where appropriate. This includes creating and updating spreadsheets and setting reminders.
6	To circulate information effectively, and assist in preparing resources, reports and other materials including uploading documents to the intranet as directed.
7	To assist with data entry, collation and evaluation of data for feedback and audit purposes.
8	To work as part of the Executive Support team including supporting the Executive Assistant with tasks and deputising for the Reception Administrator.
9	To support the administration element of complaints within Inspire North.
10	To provide administrative support including helping out at other bases, as directed by your line manager.
11	Adhere to and keep up-to-date with policies, guidelines, procedures and practices.
12	Participate in regular supervision, team meetings and other meetings as required.
13	Represent Inspire North in a knowledgeable and professional manner at all times.
14	Maintain appropriate professional boundaries at all times.
15	Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
16	Partake in Inspire North' Personal Development Review system.
17	Take reasonable care of your Health and Safety and that of any other person who may be affected by your acts or omissions at work. This includes identifying, and where possible, rectifying any risks throughout the front of house areas.
18	Demonstrate a strong commitment to the principles and practice of equality, diversity and inclusion.
19	Any other duties commensurate with the grade and level of responsibility of this post.
	The above duties are indicative of the current requirements of the post. You are expected to work flexibly in the interests of Inspire North and its Associated Companies, including undertaking any other reasonable duties as required at the initial place of work or at other locations from which Inspire North and its Associated Companies operates.
	Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North and its Associated Companies.

PERSON SPECIFICATION

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Inspire North does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential [insert ✓ where appropriate]	Desirable [insert ✓ where appropriate]	Identified by: A = application form I = interview E – exercise
Demonstrate understanding and commitment to diversity and inclusion	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		I
Knowledge and Skills	Essential	Desirable	Identified by:
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓		A, E
Good verbal and written communication skills, including accuracy and attention to detail	✓		A, I, E
Good interpersonal skills including listening and display empathy	✓		A, I
Excellent customer relations skills.	✓		A, I
Ability to maintain and respect confidentiality	✓		A, I

Good organisational skills and the ability to manage multiple priorities and meet deadlines	✓		A, I, E
Ability to work autonomously within agreed parameters, taking a solution-focussed approach	✓		A
Minute Taking	✓		A, I
Have access to a car for work purposes and hold a full current UK driving licence		✓	A
Language skills e.g. Urdu, BSL, etc.		✓	A
Experience	Essential	Desirable	
Previous administrative experience	✓		A, I
Previous experience of customer service	✓		A, I
Proven experience of office systems and file management.	✓		A, I
Previous experience in the role of Receptionist, PA or EA		✓	A
Experience in data collection, retrieval and reporting		✓	A
Experience of mental health either as a service user, carer, worker or volunteer.		✓	A