

Job Title	Executive Assistant and Governance Coordinator
Working pattern/hours	37.5 hrs per week (full time). We are open to opportunities for this to be part-time or a job share – please indicate in your application if this is your preference.
Location	WECIL Office, The Vassall Centre, BS16 2QQ
Salary Banding	5 Co-ordinator, Advisor
Salary Range	£27,415 - £30,267 per annum
Responsible to	Head of People and Development
Responsible For	Reception Administrator

Role Purpose

To provide strong administrative and organisational support to the Chief Executive Officer (CEO) and Senior Leadership Team (SLT) including the management of their complex diaries, co-ordination of cross-organisational projects and building of robust processes and procedures.

To be the Secretary to the Board of Trustees including scheduling, servicing and minuting Governance meetings, and pro-actively ensuring our governance processes are efficient, consistent and reflect best practice.

To pro-actively identify areas for improvement in a role with a broad and varied remit, working to ensure that WECIL is a well-managed and efficient organisation.

Key tasks or duties:

Executive Support

- Liaise regularly with the CEO and SLT (Head of Children & Young People's Services, Head of Commercial & Social Enterprise, Head of Community Services) to support their work, including scheduling and planning.
- Coordinate and lead cross-cutting tasks such as preparation of the Annual Report.
- Manage elements of the CEO's inbox including responding to letters, emails, meeting and information requests.

- Completing any other ad hoc tasks, project support requests as required.

Governance Support

- Act as Secretary to the Board of Trustees which includes:
 - Supporting Trustee meetings by creating agendas, coordinating and distributing papers, writing minutes, and ensuring actions are captured and completed.
 - Maintaining governance and compliance records including personal details for Trustees
 - Coordinating logistics and papers for the Annual General Meeting.
 - Ensuring timely returns of statutory documents, such as annual returns to Companies House and the Charity Commission.
- Ensuring all information provided to Trustees is clear and accessible for all attendees.
- Managing the Register of Members, Register of Trustees and Register of Trustees' Interests.
- Ensure WECIL's governance processes are in line with good practice and meet the standards required by the Charity Commission.

Office Management

- Coordinate the head office (office space, meeting rooms and kitchen), including liaison and contract management for example with the office provider, cleaning company etc. Taking ownership of the space, ensuring it is equipped, accessible, clean and tidy.
- Co-ordinate with Reception Navigators to ensure that there is always adequate cover for WECIL Reception.
- Oversee the purchasing, logging and maintenance of equipment, including laptops.
- Arranging visitors' access and room bookings.
- Supporting the organisation's health and safety compliance, in particular in relation to office spaces and employer responsibilities.

General

- Maintain and improve organisational and team processes and working culture, including improved use of SharePoint, Microsoft 365 packages and other systems, and refreshing team skills, training and processes.
- Ensure that WECIL's online and physical filing systems are effective, searchable and free from outdated or superseded documents.
- Diary and meeting management, such as booking meeting rooms, scheduling online meeting spaces, sending invitations, ensuring necessary equipment is ready.
- Ensuring compliance in all aspects of the role with GDPR and data security.
- Line management of a small administration team, including support with workload management and undertaking 1:1s.
- Support with requests for general admin support for the organisation which may include printing and taxi bookings.

This list is not an exhaustive task list, and you may be required to complete other tasks to further the mission and objectives of WECIL.

Person Specification

The below are the skills, experience and knowledge that you need for this role. The table details what is essential, and what is desirable, and when in our process these will be tested.

Essential criteria	Tested at shortlisting	Tested at interview
Experience of providing high level administrative support, ideally to charities, SMEs or similar.	x	x
Experience of providing personal administrative support to senior colleagues, including managing calendars and inboxes.	x	

Ability to work in a busy and varied role, juggling incoming demand with excellent time management skills.	x	x
High-level proficiency in office computer systems, including cloud storage, online meeting systems, diary and email management, ability to create and populate documents, use internal databases and online platforms.	x	x
Ability to quickly pick up new IT systems and processes, and to identify areas where systems could improve ways of working	x	x
Experience of management of senior colleagues' inbox, including use of own initiative and know when to respond to emails on their behalf and when to escalate emails to senior colleagues as a priority.	x	x
Knowledge of the Social Model of Disability – all roles at WECIL require a commitment to working through the Social Model including use of language and attitude towards others.		x
Commitment to Equality, Diversity and Inclusion.	x	x
Good customer service and communication skills with the ability to adapt communication style to meet the needs of the audience.		x
Attitude of complete discretion and confidentiality.		x
Good understanding of GDPR / Data Security and confidentiality rules and guidelines.		x
Ability to be flexible, reflective and solution focussed when problem solving and to adapt to changes in environment, work and circumstances.	x	x
Proven ability to work independently and autonomously.	x	x

Desirable criteria		
Working in a charity providing direct support to a Board of Trustees.		x
Working within user-led organisations and understanding the characteristics of their governance.		x
Performing the role of Company Secretary including Annual Returns.	x	
Experience of managing senior colleagues' diaries.		x

WECIL Employee Responsibilities

In addition to the above requirements of the role, WECIL has an expectation that all employees will:

- Take a person-centred approach to handling customer demand as it comes into WECIL.
- Take responsibility and care of equipment required to carry out the role.
- Ensure that the agreed processes are followed and are suitable to Disabled people's needs.
- Promote the Social Model of Disability, supporting Disabled people to overcome any barriers they face and empowering them to have choice and control over their lives
- Have an understanding of inclusion and the need to treat people from all backgrounds with dignity and respect.
- Ensure services are as accessible as possible to the widest range of people e.g. providing information in a range of formats, providing translating and interpreting as required.
- Work within WECIL's GDPR and Data Security Policies.
- Implement WECIL's Safeguarding Policy and take a proactive approach to ensuring everyone who accesses our services are safe, and any Adults at Risk are identified and supported.

- Uphold WECIL's Equal Opportunities Policies and ensure effective implementation in all relevant aspects of service delivery and staffing.
- Act at all times within WECIL's rules, policies, procedures, Standing Orders and Financial Regulations and any other statutory requirements.
- Undertake training and development opportunities as required.
- Attend staff and team meetings as required.
- Collaborate with internal and external stakeholders to help Disabled people achieve what matters to them.
- Mentor and support new members of staff and existing colleagues.