

Caldmore

SENIOR EXECUTIVE SERVICES SUPPORT OFFICER

12 MONTH SECONDMENT OPPORTUNITY

35 hours, Salary up to £20,340 pa

We are looking for someone with administrative experience at a senior level to work in our Executive Services department providing support to the Chief Executive and Board Members.

You should have good interpersonal skills to enable you to communicate confidently at all levels. With a high standard of written skills for the production of accurate and concise communications of all types, you'll be able to carry out a full range of office duties with the minimum level of supervision. You should have experience of taking minutes at Committee or Board of Management meetings and be able to work flexible hours, including evenings. You should have the ability to prioritise work in order to meet deadlines, enjoy working as part of a team and be able to maintain a professional and confidential attitude at all times. Experience of using Microsoft word, excel and database packages is also a requirement.

KEY DUTIES INCLUDE:

Providing administrative services to the Executive Group and Board of Management, including:

- effective diary and office management service for the Chief Executive
- making arrangements for meetings and events
- attending Board & Committee meetings
- producing accurate minutes of meetings

Terms & Conditions:

- 5 weeks holiday pro rata • 12 Days Bank Holiday pro rata • Pension Scheme • Child Care Vouchers

BEFORE APPLYING FOR THIS VACANCY YOU MUST FIRST DISCUSS WITH YOUR LINE MANAGER AND OBTAIN AUTHORISATION THAT YOU COULD BE RELEASED IF YOU SUCCESSFULLY COMPLETE THE RECRUITMENT PROCESS

CLOSING DATE: 26/01/2010 5pm

For a job application package please visit our website www.caldmorehousing.co.uk
Or contact Human Resources Department at HR@caldmorehousing.co.uk
or 01922 728213

We are striving to be an Equal Opportunities Employer and all employees are expected to actively support Equal Opportunities Policies.



COMPLETING THE APPLICATION FORM

SECTION 5 FURTHER DETAILS

In section five **YOU MUST** detail your experience, skills and knowledge using the following headings:

HEADINGS	FOR EXAMPLE:
1. Office administration experience	Describe the work you have done i.e. filing, data entry, answering the telephone, post, faxing and photocopying
2. Experience of composing letters and other written work	Describe the letters you have written – who were they to and how frequently did you do them Other written work – reports, assignments, minutes
3. Effective verbal communication	With who; colleagues/external agencies – which ones
4. Prioritisation of work to meet deadlines	Describe when you have had to do this i.e. task, frequency and timescale
5. Teamwork	Describe when and the benefits
6. I.T. skills	The packages that you have experience of and the level of ability/confidence in using them
7. Additional information	Including languages if applicable, any other information you feel is relevant to this role.

Guidance: be clear and concise.

We are looking for **at least one page** of information **but no more than two**.

Caldmore

JOB DESCRIPTION

JOB TITLE: Senior Executive Support Officer

SECTION: Executive Services

LOCATION: 18 Caldmore Green

RESPONSIBLE TO: Director of Resources

DATE: June 2008

PURPOSE OF JOB: To carry out administrative responsibilities in relation to the operations of the Executive Services Section.

SPECIAL DUTIES:

KEY DUTIES:

1. To provide administrative services to the Executive Group and Board of Management, including:
 - effective telephone answering service
 - attending Board & Committee meetings
 - producing accurate minutes of meetings
 - arranging appointments
 - maintenance of formal registers and sealing of documents
 - typing letters, memos and reports
 - maintaining filing systems
 - making arrangements for meetings and events
 - effective diary and office management service for the Chief Executive
2. Hospitality duties to include greeting visitors, preparation of refreshments for meetings as required.
3. To carry out administrative projects to support the work of other members of the Executive Services Team.
4. Produce Powerpoint presentations for schemes and attend meetings.
5. To provide assistance to other areas of the business with the approval of the Director of Resources.

GENERAL DUTIES:

1. To adhere to the Policies and Procedures as laid down by Caldmore Area Housing Association Ltd.
2. To demonstrate & promote the values and goals of the Association
3. To develop and maintain a working knowledge of legislation, regulation, codes of conduct and current good practice that relates to your role within the

organisation.

4. To work within a team and co-operate with colleagues to deliver a high standard of service and sustain a harmonious working environment
5. To carry out other duties from time to time that are consistent with your job role and appropriate to the responsibilities of your post.
6. To adhere to the Association's Health and Safety Policy, procedures and Regulations.

Signed: _____
(Employee)

Date: _____

Signed: _____
(Director)

Date: _____

Signed: _____
(Chief Executive)

Date: _____

Caldmore

PERSON SPECIFICATION		
JOB TITLE: SENIOR EXECUTIVE SUPPORT OFFICER DATE: May 2008		
DEPARTMENT: EXECUTIVE SERVICES LOCATION: 18 CALDMORE GREEN		
Each competency to be clearly defined and are to be measurable against the key duties as set out in the Job Description. Attributes	Essential and Desirable Criteria.	Indicate when assessment is possible at: Shortlist = S Interview = I Both = S/I
EXPERIENCE AND QUALIFICATIONS:		
1. Experience of administrative work at a senior level, i.e. for directors or board of management.	E	S/I
2. Recognised business related qualification, at least NVQ2 or equivalent, or similar level of demonstrable competency.	E	S/I
3. Experience of taking minutes at committee or board of management meetings.	E	S/I
4. Experience of using desk top publishing software	D	S/I
SKILLS AND ABILITIES:		
1. High standard of written skills for the production of accurate and concise communications of all types.	E	S/I
2. Interpersonal skills that will enable the post holder to communicate confidently at all levels.	E	I
3. Ability to work under pressure, achieving deadlines and targets.	E	I
4. Ability to work with minimum supervision, managing time and prioritising own workload.	E	S/I
5. Proficient in using MS Office products, including Word, Publisher. (Excel, Powerpoint and Access intermediate level)	E	S/I
6. Ability to maintain effective computerised and manual filing systems.	E	I

7. Ability to maintain a professional and confidential attitude to all aspects of the post.	E	I
8. Willingness to review working practices with a desire for continuous improvement.	E	I
9. Ability to communicate with and understand the needs of one or more minority communities within the Walsall area.	D	S/I
KNOWLEDGE:		
1. Knowledge of appropriate minute taking protocols.	E	S/I
2. Knowledge of social housing.	D	S/I
GENERAL ATTRIBUTES:		
1. Willingness to be flexible and carry out a range of duties in the best interests of the Association.	E	S/I
2. Willingness to work as part of a team and maintain effective working relationships with colleagues.	E	S/I
3. Willingness to work in accordance with policies and procedures.	E	S/I
4. Willingness to uphold the values of Caldmore Area Housing Association and help the organisation to achieve its long term goals.	E	S/I
5. Willingness to attend meetings outside normal office hours, which may include weekends, as and when required.	E	S/I
6. Full UK driving licence.	D	S

Notes on Assessment:

The attributes listed will be assessed according to information provided at the recruitment stage via the application form and/or the interview and assessment process. In some cases the assessment will continue within the probationary period for the person appointed and the attributes may be used as criteria to determine progression within the pay structure up to the maximum salary for the post.

Signed: _____
(Employee)

Date: _____

Signed: _____
(Director)

Date: _____

Signed: _____
(Chief Executive)

Date: _____