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Cymorth i Ferched Cymru
Welsh Women's Aid
Rhoi Merched a Phlant yn Gyntaf
Putting Women & Children First

Welsh Women's Aid Executive Support Officer Job Description

Job title:	Executive Support Officer
Salary scale:	£24,496.00 per annum (Pro rata - £14,697.60)
Responsible to:	Chief Executive Officer
Hours:	20 hours per week across 5 days. This can be discussed at the interview stage to align the candidate with organisational needs.
Contract:	Permanent
Location:	Cardiff based – Whilst a blended approach of in-person and at home working is available at WWA, this role requires regular attendance at our Cardiff office as well as some weekend and evening work. More details will be provided at the interview.
Job purpose:	<ul style="list-style-type: none">• Provide executive assistance to the CEO and Board of Trustees.• Coordinate all activities relating to the annual Board schedule.• To provide effective administrative support to the CEO and the senior management team as required, including effective management of the CEO's diary and correspondence.• Provide the secretariat for internal meetings across the organisation.• Provide occasional administration support across the organisation, including minute-taking, information gathering and assisting with the meeting of reporting deadlines by collating evidence.

This post is open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1. We value diversity and are committed to ensuring that our organisation is an inclusive place to work.

Pendragon House, Caxton Place | Pentwyn, Cardiff | CF23 8XE
Tel: 02920 541551
info@welshwomensaid.org.uk | www.welshwomensaid.org.uk

Welsh Women's Aid is a registered charity in England and Wales, No. 1140962
and a company limited by guarantee registered in England and Wales, No. 07483469



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Key Job Functions & Tasks

- Assist the CEO with maintaining effective partnerships and in organising their administrative workload by maintaining diary management, appointments, and meetings, ensuring they are adequately briefed and have all relevant papers and, where necessary, organising venues and liaison with participants in advance.
- Deal efficiently with internal and external CEO communications and organise and process information in a secure and confidential manner, prioritising responses.
- Provide secretariat for internal meetings as required by the CEO & senior management team including the timely circulation of agendas, papers & minutes within agreed timescales.
- Lead on the arrangement of strategic and governance-related in-person events, including Board meetings, AGMs, and whole organisational meetings and away days. Provide support including word processing and taking minutes of meetings and following up on matters arising from the appropriate people as needed across the organisation.
- Provide the main point of contact for Trustees, and support delivery of the charity's strategic plan, policy, and governance work programme through coordinating the Board meeting schedule.
- Coordinate WWA Board and associated meetings, including scheduling meetings, timely circulation of papers, minutes & actions.
- Coordinate the recruitment & appointment of Trustees to the Board.
- Draft documentation in support of the work of the CEO & Trustees, including conducting desk-top research and supporting the production of briefing papers, reports, and presentations.
- Support the Business Support and HR Managers to ensure that the charity complies with its legal obligations and retains all relevant accreditations.
- Work with the HR & Workforce Wellbeing Manager to ensure all statutory reports are prepared in accordance with WWA procedures and the requirements of the Charity Commission and Companies House, and that statutory returns are made on time.
- Complete all tasks pertaining to the role with a high level of accuracy, attention to detail and confidentiality.
- Occasionally contribute to the effective monitoring and evaluation of training, events and other external activities, including setting up of surveys and contributing to project reporting.
- Support the senior management team to obtain the data required to complete reports for Welsh Government and other funders. Use this data to assist in preparing quarterly reports to the Board of Trustees.

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- Manage and maintain the stakeholder contacts database.
- Ensure Policy, Legal and Regulatory Compliance
- Ensure clear and effective filing systems are maintained.
- Ensure Welsh Women's Aid works within relevant legal and regulatory frameworks with a particular focus on safeguarding, health and safety and quality assurance frameworks, undertaking risk assessments for activities as required.
- Ensure Welsh Women's Aid complies with the law and best practice in respect of data protection for manual and electronic records.
- Actively seek to comply with the law and best practice in relation to equal opportunities and ensure the continuing commitment of Welsh Women's Aid to the provision of equal opportunities in all aspects of its work in line with our values.

General responsibilities

- Maintain clear and adequate records of work done and produce reports on work programmes and activities as required.
- Be responsible for personal learning and development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
- Take directions on projects and priorities from your line manager, which may vary from time to time.
- Carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- Assist in the organisation of conferences or events organised by WWA as required.
- Responsible for undertaking any other duties appropriate to the post.

Variation clause

Welsh Women's Aid reserves the right, following full and reasonable consultations with the members of staff and their trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Executive Board and the CEO.

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The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal. The post holder is expected to produce regular reports for monitoring and review by their line manager and Chief Executive as required.

General information and conditions of service

- 5 weeks holiday (pro rata) per year, plus statutory holidays.
- Welsh Women's Aid contributes a sum equivalent to 6% of the annual salary to the company pension scheme following successful completion of 6 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time in lieu is to be taken in consultation with the line manager.

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Executive Support Officer Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> None needed, specific training will be provided on key tasks. 	
Experience	<ul style="list-style-type: none"> Providing PA/administrative and/or secretarial support to individuals or a team at a senior level, in particular CEO. Providing support to a Board of Trustees. Maintaining administrative and information systems including information storage and retrieval. Collating and preparing timely, accurate information in line with deadlines. Correct procedures for dealing with & processing highly confidential information. 	<ul style="list-style-type: none"> Experience of liaising with a variety of individuals, organisations and service providers. Development of new administration systems.
Knowledge & Understanding	<ul style="list-style-type: none"> Understanding data protection requirements and of the need to maintain confidentiality in all areas of work. A basic understanding of violence against women, domestic abuse and sexual violence & its impact. 	<ul style="list-style-type: none"> A basic understanding of the governance of charities Experience of working with a diverse range of colleagues, including those who are not neurotypical.
Skills	<ul style="list-style-type: none"> Excellent organisational skills, able to keep track of multiple sets of actions and schedules of work. The ability to take precise minutes and produce accurate summaries of meetings. The ability to effectively balance competing deadlines. Adaptable and solution-oriented with a proactive and positive approach. Excellent attention to detail. Strong communication skills, able to establish and foster good working relationships with colleagues and external contacts. Ability to be responsive to competing and conflicting demands and adapt to change. 	<ul style="list-style-type: none"> Research skills Bilingual in Welsh and English, both spoken and written.



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	<ul style="list-style-type: none"> • Ability to work on your own initiative and prioritise your own workload. • Ability to produce written materials (publicity, briefings, and reports). • Ability to coordinate meetings and take minutes. • Excellent IT literacy, including evidence of extensive use of MS Office 365 and presentation software, as well as the ability to quickly pick up and learn to utilise new software packages. 	
Other	<ul style="list-style-type: none"> • Commitment to anti-discriminatory practice and equal opportunities and ability to apply an intersectional approach to all areas of work. • Evidence of commitment to the values, vision and mission of Welsh Women's Aid. • This role will require regular attendance at our Cardiff office • This role will require occasional evening and weekend work. 	

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