

VAL Jobs

PA to Chief Executive and Governance Coordinator



Job description

Job purpose:	To undertake the planning, development, management and delivery of a high quality Executive Assistant and PA service to Chief Executive/Trustee Board. This will include efficient, quality end to end servicing of all Trustee Board meetings and VAL governance administration support.
Responsible to:	Chief Executive
Responsible For:	Trustees

1. Main aims of the role

- Provide a quality comprehensive and efficient PA and administration, support and co-ordination service to VAL Chief Executive and VAL Chair
- Play a pivotal role in VAL governance by offering comprehensive secretarial and administrative support to the VAL Trustee Board and its sub-committees, ensuring regulatory compliance and facilitating key events
- Work with other VAL teams to cover arrangements for absences, training and increased capacity demands

2. Key accountabilities: PA Support to Chief Executive

- Assist the CEO in achieving VAL's aims and objectives and provide a comprehensive support service for the CEO and Trustees, maintaining the highest possible standards of service and customer care all times
- Manage the Chief Executive's Diary and appointments; ensuring the Chief Executive is adequately prepared
- Be the primary point of contact between VAL Chief Executive and internal/external stakeholders, screening and directing phone calls and emails appropriately
- Work on own initiative to instigate, respond to and undertake work to assist the Chief Executive and Trustee Board functions
- Compile and co-ordinate appointments and meetings in the CEO's diary and sort and prioritise enquiries; answer enquiries on behalf of the CEO, when required
- Respond to public enquiries face to face or via telephone/email
- Organise meetings, events, hospitality and receiving visitors for the Chief Executive
- Provide secretarial support to the Chief Executive, undertaking research, preparing reports, responses and statistical information as required

- Set up and manage appropriate administrative systems to enable the Chief Executive to be effective in their role
- Servicing and Co-ordination of all Management team meetings
- Supporting the co-ordination of all VAL external events, as required

3. VAL Governance

- Provide all aspects of secretarial/administration/co-ordination support to the VAL Trustee Board and any sub committees (including booking meetings, minute taking and preparation of agendas and papers)
- Progress/ chase reporting of actions flowing from VAL Trustee Board Meetings and any sub-committees
- Maintenance of Trustee/Governance policies, documents, filing systems in both electronic and hard copy and information provision
- Ensure VAL complies with the regulatory standards required (in particular making returns to Companies House and the Charity Commission)
- Support the Chief Executive in their Company Secretary role
- Manage the organisation of the Annual General Meeting and associated election of Trustee Board members
- Maintain the VAL membership register and support the recruitment and acceptance of new members
- In conjunction with the Chief Executive and Senior Leadership Team, managing pre and post Board events and discussions, training sessions and strategy days
- Support the recruitment and on-boarding of Board and Committee members and managing the annual review process
- Ensure claims for travel and subsistence of our Board and Committee members are in line with Expenses Policy and processed in a timely manner

Other adhoc

- Management of all non-executive biographies
- Other such relevant or related duties which may be required from time to time
- Working collaboratively and flexibly to assist within the office to meet demands of throughput of work across other and all VAL Teams

4. Promotion/Profile/Partnership

- Represent VAL both internally and externally, through networking, promotional activity and sustaining well-established links at local, regional and national level
- Build excellent relationships with local partners including public services and VCS and volunteer involving groups.
- Keep abreast of local and national developments in public and third sector policy likely to affect VAL ensuring it is positioned to influence and shape future policy.
- Ensure a positive culture within the organisation, which reflects VAL's commitment to equality and diversity, code of conduct, learning, development and continuous improvement, engendering trust amongst all stakeholders. This will include ownership for personal development and the development of teams.

5. Supporting the development of VAL and its people

- Be an effective ambassador and representative for VAL
- Participate positively in the development of plans, projects, performance management and VAL organisational development

- Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across VAL people and keeping up to date with relevant changes in policy and practice
- Build and maintain effective relationships with colleagues including working collaboratively across VAL
- Be accountable to VAL and colleagues for your actions, actively supporting VAL's values
- Support volunteers to deliver aspects of VAL's work
- Ensure the health and safety of VAL people and service users
- Encourage and promote equality and diversity inside and outside of VAL
- Carry out evening and weekend work as required
- Undertake any other reasonable duties in line with the aims of the post

Person specification

The person specification sets out the essential qualities that we are seeking for his post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experience.

Customer services, information and advice	Experience of providing a front line service and liaising with a variety of people and organisations at all levels
Administration	<p>Excellent administration skills, demonstrated by recent work experience in general administration including:</p> <ul style="list-style-type: none"> • Developing and maintaining systems for information storage and retrieval, diary systems and systems for messaging etc. • Arranging and taking minutes at meetings and other events • Dealing with referrals and enquiries • Collating reports • Experience of managing and handling confidential and sensitive information in a professional and restricted manner • Proven experience as a Team Administrator, Personal Assistant or Project Coordinator / Administrator
Managing, supporting and working alongside people	<p>The ability to work alongside and support colleagues building collaborative and productive relationships at all organisational levels and externally</p> <p>Able to use initiative to determine priorities and appropriately escalate, as necessary</p>
Performance Management	Ability to undertake basic research and to compile written and numerical data for reports
Organisational skills	<p>Sound organisational skills with the ability to:</p> <ul style="list-style-type: none"> ▪ Prioritise demands ▪ Make decisions ▪ Work to deadlines, accurately with quality focus ▪ Respond effectively to change
Approach to work	<p>A customer service focus</p> <p>A positive "can do" approach to advice and support provision</p> <p>The ability to deal with difficult situations and changing environments calmly and effectively</p> <p>Attention to detail</p>

	Interpersonal skills with sensitivity
Equality and diversity	Encourage and promote equality and diversity in the delivery of services Experience of working effectively with people from a range of backgrounds
Presentation skills and oral communication	Excellent communication skills both face to face, electronically and over the telephone
Written Communication and developing information resources	Good writing skills and experience of preparing and writing agendas, minutes, reports, presentations, letters and other documents
ICT Skills	Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and relevant administration software and tools for diary management, minute taking etc.
Continuing professional development	Minimum requirements for the role: <ul style="list-style-type: none"> • Minimum 5 GCSE's grade C or above, including English and Maths. • Evidence of continual development of knowledge of skills is required
Hours of working	Able to work some evenings and occasionally at weekends in line with Board meetings and other operational needs
Travel	Ability to travel regularly within the city and county
Other	Experience of providing a front line service and liaising with a variety of people and organisations at all levels