



**Enfield**

# **CEO Admin Support**

## Job pack

Thanks for your interest in working at Citizens Advice Enfield. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

### **In this pack you'll find:**

1. Our values
2. Three things you should know about us
3. Overview of Citizens Advice and Citizens Advice Enfield
4. The role profile.
5. Person specification
6. What we give our staff
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## Our Values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## Three things you should know about us?

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales. In Enfield we operate from one main office location and provide advice by phone and at various outreach locations across the Borough.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# How Citizens Advice Enfield works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits our network of independent charities, delivering services from:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



## The Role

Citizens Advice Enfield is a busy service helping around 6,000 clients a year to solve around 25,000 problems. We are open 5 days a week and currently operate a telephone adviceline triage service from 10am to 4pm Monday to Friday.

Our priority commissioned areas are Benefits, Debt and Housing and we have a small team of caseworkers for each. Appointments are booked through a combination of self-referral via the adviceline and referrals from funded partners.



## Role Description

We are looking to take on a CEO Admin Support to provide administrative support to the Chief Executive Officer at Citizens Advice Enfield, including company secretarial tasks and trustee board duties. This role is offered on a Fixed-Term contract, initially for 1 year with the possibility of extension.

Citizens Advice Enfield is a great place to work – with a friendly and supportive team.

# P/T CEO Admin Support

## Role description

<b>Job Title:</b>	CEO Admin Support
<b>Reporting to:</b>	CEO
<b>Salary:</b>	£24,097 FTE (£9,639 Actual)
<b>Contract and Hours:</b>	Part-time -14 hours / 1 year Fixed-Term
<b>Employers' Pension contribution</b>	4%
<b>Location:</b>	Based in Unit 3, Vincent House, 2e Nags Head Road, Ponders End, EN3 7FN.
<b>Purpose of the job:</b>	To provide administrative support to the Chief executive Officer at Citizens Advice Enfield, including company secretarial tasks and trustee board duties.

## About the role

### Key Functions

#### General Administration

This role is designed to support the CEO function

- Coordination of CEO /general projects e.g. office reorganisation.
- Assistance with fundraising – corporate fundraising.
- Provide ad hoc administrative support to the CEO.
- Update and maintain accurate records of all funding applications made and the progress.
- Creating onboarding templates for projects (if not done by Project manager).

- Taking minutes at board meetings (quarterly) and other meetings organised by the CEO e.g. manager meetings, AGM.
- Maintain and update the various complaints and compliments lists.
- Work with the trainer to maintain the trustee recruitment and training documents in one confidential place.
- Coordinate staff surveys e.g. stress questionnaire people survey, etc.
- Type up notes and documents as required by the CEO.
- Maintain and manage the SharePoint site map working with the IT team.
- Work on delegated projects and research as directed to support the CEO in their meeting preparation.
- Schedule meetings between the CEO and their direct reports and the committees and groups of which they are a member.
- Manage the process from “start to finish” of obtaining briefings and papers (as required) from the management/supervisor Team on behalf of the CEO, to ensure that they are fully prepared for all engagements.
- Carry out ad hoc research for certain projects as required by the CEO.
- Other ad hoc administrative tasks as required.

### **Governance Support**

- Actively support the CEO in their role as Company Secretary. This will include planning, monitoring, recording information, communicating with Trustees and updating documentation.
- Support Board administration sharing dates and meeting papers.
- Diarising Board and subcommittee meetings on a quarterly and yearly basis.
- Maintain up to date governance documents for the trustees (e.g. conflict of interest) and register on charity commission and companies house and FCA registers.
- Support the CEO with organising the Annual General Meeting (AGM) – sending invitations, maintaining attendee lists, venue, taking minutes.

### **Other general duties**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the CAE service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



## **Person Specification**

### **I). Essential Criteria**

1. Strong literacy and verbal reasoning and proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, and Excel) and the ability to use email and to maintain an electronic diary.
2. Ability to prioritise own work, meet deadlines and targets.
3. Ability to work as part of a team and using own initiative.
4. Effective oral and written communication skills.
5. Strong planning and organisational skills, able to adapt and respond to the unexpected.
6. Confident, proactive, self-motivated and organised approach.
7. Reliable, responsive, discrete, confidential and diplomatic.
8. Calm under pressure of short deadlines and unexpected change of plans.
9. Comfortable working on multiple tasks and projects at hand.
10. Ability to structure own time and create transparent approach to workflow management.
11. Problem-solving/ solution orientation.
12. Good eye for detail and commitment to high quality outcomes.

### **II). Desirable Criteria**

1. Experience of collating data in a number of formats to be used as intelligence.
2. Scheduling appointments/ updating calendars.

3. Experience of complying with Company Secretary obligations and support of those responsibilities.
4. Awareness of the key social issues and their impact on clients.
5. Understanding of the importance of social policy work.
6. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunity policies.

### III). Knowledge and Experience

1. A minimum 2 years' experience of working in an office environment (preferably an executive assistant).
2. Proficient with Microsoft Office.
3. Experience of Company Secretary obligations is desirable.
4. Knowledge of standard office administrative practices and procedures.
5. Experience of working with a Board of Trustees within a Charity would be a significant advantage.
6. Knowledge of Charity Commission reporting requirements is desirable.

**Note: In accordance with Citizens Advice national policy we may have the successful candidate screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.**



## What we give our staff

We offer a range of employee benefits including:

- 30 days annual leave (FTE).
- An employer matched pension contribution currently at 4%
- Access to Telus, an Employee Assistance Scheme which offers help and support with mental, financial, physical and emotional well-being.

Citizens Advice Enfield is an equal opportunities employer and encourages applications from all applicants who meet the person specification irrespective of sex, gender reassignment, marriage or civil partnership status, pregnancy and maternity, sexual orientation, race, religion or belief, age, or disability.

## **IMPORTANT**

Please note, we do not accept CVs/Cover Letters as a form of application for our vacancies. Use the application form that forms part of this job pack and please read the accompanying notes on how to complete.