



**Executive Assistant**

Job pack

Thank you for your interest in working at Central and East Northamptonshire Citizens Advice. 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:

* Job Advertisement
* Our values
* 3 things you should know about us
* Overview of Citizens Advice and Central and East Northamptonshire Citizens Advice
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Job Advertisement****Executive Assistant****Executive Assistant****Salary: £19,000****Full-time, 37 hours per week (Monday to Friday), Including Occasional Evenings** **Contract: Fixed Term – 31 March 2022** **Responsible to Head of Business Suport****Location: Northampton****About the role**To provide dedicated and confidential support to the Chief Officer, Trustee Board and Senior Management Team. This will include assisting the Chief Officer with all activities including diary and email management, planning and organisation, building strong relationships with internal and external stakeholders, communicating with all stakeholders on behalf of the Chief Officer. To provide generalist administration support as part of the Administration team.**Key Accountabilities**1. Provide generalist administration support for within the administration team and assist with any duties as required, anticipating future requirements to achieve efficient and effective working
2. To support the Chief Officer with all correspondence, diary co-ordination and the organisation of meetings, travel and accommodation
3. Assist with administration for the Board of Trustees and Board Committees to ensure they have the necessary information and facilities to carry out their function
4. Prepare agendas and presentation materials for meetings led by the Chief Officer
5. Ensure that minutes and actions are recorded accurately for meetings led by the Chief Officer, Trustee Board, Sub-Committees and Senior Management Team (SMT)
6. Ensure that actions are tracked, managed and completed
7. Maintain a high degree of awareness of the Chief Officer’s workload and priorities, anticipating actions and requirements on their behalf
8. Research and analyse information for the Chief Officer and SMT on any issue as directed
9. Assist with managing the Complaints Procedure on behalf of the Chief Officer including liaising with Head Office, report preparation and if necessary liaison with the Independent Arbiter
10. Build and maintain relationships with all internal and external stakeholders in order to act effectively on behalf of the Chief Officer
11. Uses effective working practices, including continuous improvement, to ensure the smooth running of the Administrative team
12. Uses initiative to communicate on behalf of Chief Officer as appropriate

**Personal Specification****Knowledge and Experience**Essential:1. Experience providing high level support to director level or equivalent in a fast paced environment
2. Experience of diary management and comprehensive administrative support
3. Ability to organise meetings, take minutes and write reports
4. Strong communication skills with senior stakeholders
5. Experience of organising events, including budgets, supplier liaison etc
6. Proficient user of IT systems, including Microsoft and Google applications
7. Excellent verbal and written communication skills
8. Ability to build effective relationships with all stakeholders
9. Strong planning and organising skills
10. Ability to work under pressure and prioritise workload to meet deadlines
11. Accuracy and attention to detail
12. Ability to work effectively in a team
13. High level of discretion and confidentiality

Desirable:1. Awareness of the services provided by the voluntary sector

**About us**CENCA has a **vision for a fair society for all, with lives well lived**. A key aspect of this is for people to be able to improve their lives because they know and understand their rights and responsibilities. We deliver Citizens Advice services to over 8,000 people a year in Northants, via 10 projects and services and we are on target to deliver £6million of income gains for our clients in 2020/2021. At CENCA, we expect our staff to stand up for equalities, communicate for impact and strive to make a personal difference. **Benefits*** 25 day’s annual leave (plus bank holidays)
* 5% Employer’s Contributory Pension Scheme
* Enhanced sickness benefit after one year’s service
* Flexible working hours to the requirement of the role
* Comprehensive training and Ongoing Development
* Free parking for agreed roles

**How to apply**If you are interested in this opportunity and would like to find out more, please visit our website www.cencab.org.uk where you can download a job and application pack, or email recruitment@cencab.org.ukApplication Forms and Diversity Monitoring Forms should be returned to recruitment@cencab.org.uk Please note, CVs will not be accepted. **Closing date: Monday 1st March 2021****Interviews (Online): W/C 15th March 2021** **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. |
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|  | **3 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.**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 Central and East Northamptonshire Citizens Advice works**

We help and provide advice for residents of Northampton, Wellingborough and East Northamptonshire.

We offer a multi-channel service with face to face, telephone and online facilities via web chat to allow clients to access the support in the way that is right for them. *Our Face to face services are currently suspended due to Coronavirus restrictions.*

**We help people find a way forward**

We can all face problems that seem complicated or intimidating. At Citizens Advice Central and East Northamptonshire, we believe no one should have to face these problems without good quality, independent advice.

**We give advice to thousands of people every year**

When we say we’re for everyone, we mean it. People rely on us because we’re independent and totally impartial.

Last year, Citizens Advice Central and East Northamptonshire helped over 8,000 people on over 20,000 issues. In 2020 we are on target to gain over £6 million pounds of income for our clients and area by providing advice.

Our clients discuss Benefits, Debt, Housing, Money, Employment, Family, Consumer and other issues with us throughout the year.

We also give advice on consumer rights on our [consumer helpline](https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/), and give [pension guidance](https://www.citizensadvice.org.uk/about-us/how-we-provide-advice/advice-partnerships/pension-wise/) to people aged over 50.

Please see [www.cencab.org.uk](http://www.cencab.org.uk) for further information about us.

**We make a difference**

 **Overview of Citizens Advice**

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| 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 within 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. |  |