



Executive Assistant

Job Pack

Thank you for your interest in working at Citizens Advice Bury & Bolton. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity

Want to chat about the role?

If you want to have a chat about the role further, you can contact Gary Malcomson (Deputy CEO) by emailing gmalcomson@cabb.org.uk.

Applications should be sent to jobs@cabb.org.uk. Details can be found below.

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.

3 things you should know about us

We're local

We have offices in Bury and Bolton, and deliver outreach sessions for clients across Bury, Bolton and other areas of Greater Manchester. Last year, we supported 18,000 clients with 47,000 issues, including Welfare Benefits, Money Advice, Employment, Housing and Immigration.

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.

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 the Citizens Advice network works

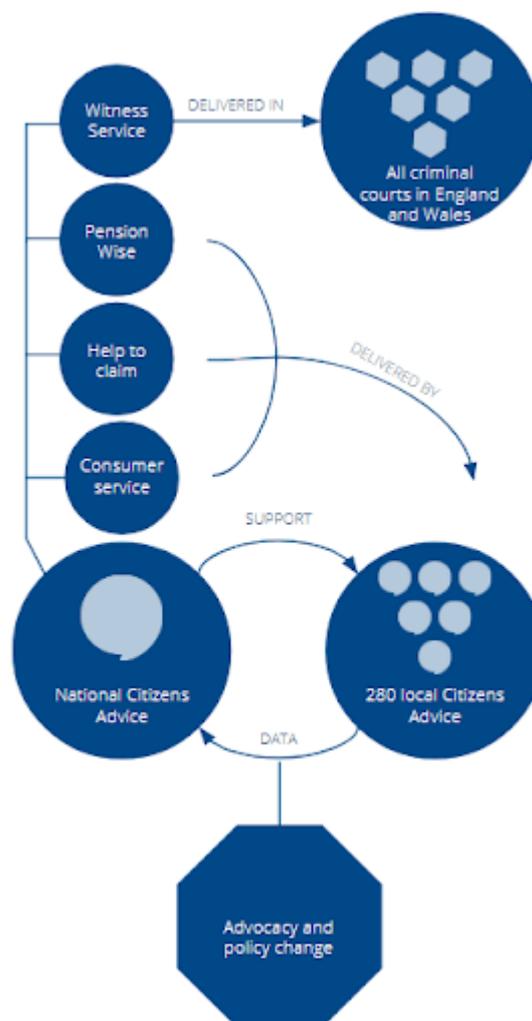
Citizens Advice Bury & Bolton is a member of the Citizens Advice service nationally which is made up of a network of around 300 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 800 national staff working in one of offices, as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 3000 Witness Service volunteers

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs' surgeries and prisons.

The network does 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 organisation and team

The role you're applying for is: **Executive Assistant**.

Citizens Advice Bury & Bolton (CABB) have x1 part-time opportunity. The role is part of our services support team and will report to the Deputy CEO.

You can find out more about us via:

- Take a look at the [Citizens Advice Bury & Bolton](#) website
- Take a look at the [national Citizens Advice](#) website and the [Citizens Advice Campaigning site](#).

The application process

Stage 1

You are required to submit a copy of your CV and a cover letter; this will be screened against the role description and person specification.

Please ensure your CV includes the following information:

- Your contact details (address, telephone number and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications including memberships

Please ensure your covering letter includes the following information:

- Your suitability for the role against the person specification outlined below. This is a key part of the process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile.
- At least one example of your previous experience (paid work or volunteering) for each person specification.

Should this information not be included, your application for the role will not be taken forward

Stage 2

You will be invited to a face-to-face interview, where you will be asked to complete a short test and a formal panel interview. We may also ask you to give a presentation – we'll confirm if you are shortlisted for stage 2.

The role

Role	Executive Assistant
Location	Option for home working - with travel across the Greater Manchester region dependent upon business need.
Salary	£18,562 - £20,903 (pro rata)
Hours	24 hours per week, with some flexibility for antisocial hours (planned in advance)
Reporting to	Deputy CEO

Citizens Advice Bury & Bolton (CABB) is a leading provider of legal advice and information, supporting tens of thousands of clients every year. We are committed to providing responsive services to individuals and communities. To allow this to happen, our workforce (paid staff and volunteers) need to be well supported by flexible governance and management structures, which are robust and continually evolving.

The Executive Assistant will work closely with the Executive Team and Board of Trustees. This role is wide-ranging and will include numerous activities and various areas of work such as administrative support, diary management, planning and co-ordinating events, facilitation of meetings, drafting reports and responding to queries. The Executive Assistant will also support with our HR processes and play a key role in ensuring regulatory compliance.

The postholder will have:

- Excellent interpersonal skills to engage with a range of internal and external stakeholders of various levels
- Excellent organisational skills with the ability to forward plan, balance priorities and co-ordinate activities
- The ability to adapt, prioritise deadlines and competing tasks in a fast-paced environment
- The ability to think laterally, act independently to solve problems
- Strong and confident IT skills, including typing/shorthand skills, excel & production of high-quality presentations & videos.

At CABB, we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled, Black, Asian and Minority Ethnic (BAME) as these communities are currently under-represented throughout Citizens Advice. We also welcome applications from, LGB and Trans and non-binary candidates.

Closing date	22 nd April 2021, 3pm
Interview date	30 th April 2021

Role Profile

Key accountabilities	Key elements & tasks
Executive Team Support	Provide administrative support to members of the Executive Team, and other areas/ teams if/when required
	Deal with sensitive and confidential information with discretion and in a professional manner
	Support recruitment processes and related activities
	Assist in the maintenance of HR records
	Support the complaint management process at CABB
	Support to ensure the relevant policies, procedures and processes are in place to ensure compliance with regulatory/ governance/ quality bodies
Governance & Compliance	Assist with administration for the Board of Trustees and Board Committees to ensure they have the necessary information and facilities to carry out their functions
	Ensure that minutes and actions for meetings led by the Executive Team, Board of Trustees and Sub-Committees, are recorded accurately, tracked and completed
	Ensure annual compliance requirements are met in a timely manner
	Maintain CABB register of Trustees held by the Charity Commission, ensuring kept accurate
	Coordinate the annual review of Trustees on an individual basis
	Ensure the Board of trustees are supported at an individual level through induction processes, 1:1 appraisal review with Chair of Trustees etc.
Finance Administration	Management of petty cash system; ensuring accuracy and compliance
	Responsibility for timely invoicing
	Support with financial administration processes

Performance, Personal & Professional Development	Take ownership for monitoring own workload, working flexibly
	Be responsible for performance management at an individual level through self-management; delivery of goals and tasks set
	Actively engage in opportunities for learning and development
	Comply with operational management systems of supervision, objectives, appraisal and induction
Service Development	Assist with the development & promotion of CABB locally, regionally and nationally, publicising work as and when necessary, through various channels including social media
	Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders
	Be an active member of the wider team, acting and support colleagues in a collaborative way
Other duties and responsibilities	To present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of CABB
	To comply with all published CABB policies and procedures
	Participate in undertaking periodic reviews of this role description

Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.

The Citizens Advice Service is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.

Person Specification (all criteria are essential unless otherwise indicated)

Experience (through paid or voluntary work)
Experience of managing a high and varied workload
Experience of working flexibly according to business demand, balancing multiple priorities
Communicate as appropriate to the audience, including accurately drafting letters, reports and complex applications and presenting work in a clear layout, both orally and in writing
Knowledge and Understanding
Knowledge and understanding of the third sector and Charity Commission requirements
Understanding of the role of a Trustee within a charitable organisation
A thorough understanding of professional boundaries and the issues surrounding confidentiality and data protection
Qualifications and Training
Relevant administrative, or equivalent, qualification (desirable)
A commitment to continuous professional development, including a willingness to develop knowledge and skills in required areas
Skills and Abilities
Excellent verbal, written & numerical skills
Proven ability to use IT packages & cloud-based systems
Ability to work under pressure and prioritise workload to meet deadlines
Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met
Ability to contribute as a member of the team but also work on own initiative and without close supervision
Additional Factors
Ability and willingness to work as part of a team and a commitment to collective team responsibility
Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout
Proven ability to use IT packages, including, word processing, spreadsheets, presentation packages, email (maintain one or more electronic diary/diaries) and the ability to use or learn to use other packages as necessary
Commitment to continual professional development, including a willingness to develop knowledge and skills in advice topics
Awareness that Citizens Advice clients are at the heart of everything we do

What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- [Citizens Advice Bury & Bolton employee benefits package](#)

Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.

Additional information

Please see the [CABB website](#) for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS

We wish you every success in your application, and thank you for taking the time to consider joining us.