**Job Description: Executive Support Officer**

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| **Post Details** |  |
| **School/setting:** | Twynham Learning Core Services |
|  **Post type:** | Support Staff |
| **Grade/Pay Level:**  | Grade 9  |
| **Responsible to:** | Chief Executive Officer (CEO) |

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| **Main Purpose** |
| Providing an efficient, effective and confidential administrative support service to the CEO and other trust leaders centred around three key areas of executive assistance, support with strategic planning and marketing and communications.  |

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| **Duties and Responsibilities** |
| **Executive Assistance*** Ensure that there is a high level of confidentiality, discretion and sensitivity with strong diplomacy skills.
* Organise the CEO’s diary, working closely with them to plan and manage their schedule, recording meetings and activity in Outlook.
* Ability to co-ordinate CEO activity/commitments whilst ensuring there is a secure balance of work and well being to model effective, sustainable working culture to the whole organisation.
* Ensure that appropriate documents, agendas etc are in the CEO’s diary to support effective attendance within meetings by clarity and accessibility.
* Work in collaboration with the CEO to produce key documents, templates and reports etc.
* Collate and prepare information for meetings attended by the CEO or other Trust Leaders. As directed, arrange meetings, prepare agendas, take and share minutes and chase actions points.
* Effective point of contact for trust leaders and at times a point of reference for them to gain insight into current focus/expectations supporting/guiding leaders to meet their duties.
* Be the main point of contact for the CEO’s phone calls and visitors ranging from senior civil servants, sector leaders, community partners to trust colleagues.
* Keep appropriate records within the Trust’s document management and other systems.
* Be a strong advocate for the trust and have the confidence to share insights gained across the organisation to ensure that the executive team remain firmly rooted and connected with all levels of the multi-academy trust.

**Support with Strategic Planning and Execution*** Support the CEO with strategic planning and execution keeping the trust’s strategic planning documents held in MS Project (or similar) up to date.
* Liaising with named project sponsors and project leads for strategic updates which will be reported back to the CEO and trust executive team.
* Co-ordinate with the CEO key activities for transformation and review relevant points of contact.
* Undertake the link role for workstreams and project management tasks ensuring timeliness and secure communication with respective executive leaders.
* Understand the ‘bigger picture’ and be confident to ask for clarity, further understanding or support to ensure that trust processes remain lean and not burdensome.

**Marketing and Communications*** Bring insight and experience to the role of brand management adding an additional perspective to the development needs to improve access and engagement.
* Manage the Core Services’ phone line and email account dealing with routine issues and directing more complex/sensitive enquiries as appropriate to executive leaders and the operational leadership team.
* Open, organise and appropriately re-route correspondence received by Twynham Learning office email account.
* Maintain the Twynham Learning website and establish/maintain a social media presence, co-ordinate trust marketing activity in line with TL expectations.
* Liaise with colleagues across the Trust, marketing consultants, members of the press and the community as required and acting as an ambassador for Twynham Learning.
* Quality assure the external and internal communications ensuring that it meets the high standard required of TL partners particularly around grammar, punctuation and spelling, house style,
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| **Safeguarding Duties and Responsibilities** |
| * Promoting and safeguarding the welfare of children and young people in accordance with the school’s Safeguarding and Child Protection policies.
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| **Other Duties** |
| All Twynham Learning staff may periodically be expected to carry out tasks and duties within their area of competence that are not listed herein, as directed, to meet the needs of the Trust. The particular duties and responsibilities may vary from time to time. |

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| **Twynham Learning Attributes for all Staff** |
| * Ambition for excellence
* Professionalism
* Humility
* Championing change
 | * Inclusiveness
* Positivity
* Community-mindedness
* Being collaborative
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| **Qualifications, Knowledge, Skills and Attributes Required** |
| **Essential:*** Well organised to track key deadlines and bring forward actions with clarity and conciseness.
* Secure academic achievement with language, writing and numerical skills to a strong standard.
* Strong IT skills to accurately maintain digital records and produce a wide range of documentation
* Excellent written English and a pleasant and professional telephone manner to be able to deal with routine correspondence independently
* Flexibility to balance planned tasks whilst addressing reactive issues as they arise
* Discretion, confidentiality and diplomacy skills
* Strong integrity and courage to communicate and challenge key values without fear or favour
* Capable of working at pace when required and intellectual skills to assimilate information showing resilience when required.

**Desirable:*** Experience in the Education Sector (however the right skillset and experience will be the priority irrespective of sector knowledge).
* Experience of undertaking the administration for formal meetings and of providing personal assistant support to a senior manager
* Website, marketing, project management experience (however support and training will be provided).
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| **Notes** |
| * This job description may be amended at any time in consultation with the postholder.
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| **Key to Acronyms Used/Glossary of Terms** |
| * CEO = Chief Executive Officer
* Trust = Twynham Learning Multi-Academy Trust
* TL = Twynham Learning
 | * Core Services = the central team, supporting all schools in the Trust (aka a Head Office team)
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