

Job Title:	Office and Executive Support Facilitator
Reports to:	Finance and Admin Manager
Hours:	30+ hours per week
Main Place of work:	Ver House, Park Estate, Frogmore, AL2 2WH

We are looking for someone who can live and breathe our values; To work in partnership, deliver quality, adapt, be positive and be inclusive. You will be proactive and able to work with colleagues and volunteers to deliver amazing services.

Purpose of the Job:

Communities 1st is seeking a proactive and self-starting individual for this pivotal role, contributing to the organisation's continued growth and success. We are looking for an individual who is exceptionally well-organised, remains calm under pressure, and possesses a track record of administrative excellence, including managing office systems and procedures. As an Office and Executive Support Facilitator, you will play a critical role in supporting our senior leadership team, ensuring that the charity continues to deliver exceptional support to charities, residents, and volunteers in Hertfordshire.

Key Responsibilities:

Executive Support:

- Provide high-level administrative support to the CEO and Deputy Chief Executive.
- Manage diaries and coordinate meetings, both internally and externally.
- Engage regularly with partner agencies and senior leaders.
- Conduct tasks such as proofreading reports, conducting research, preparing presentations, and minute-taking.

Management Team Support:

- Assist in providing office services, including IT, equipment, and phones.
- Organise administrative aspects of committee and board meetings, including venue sourcing, Zoom meetings, catering, and document collation.
- Provide diary management support to the Chief Executive and Deputy CEO.
- Maintain an asset register and oversee the allocation of laptops and other high-value assets.
- Support quality assurance and accreditation processes.

General Responsibilities:

- Efficiently manage meetings, including drafting agendas, coordinating schedules, updating contact lists, booking rooms, and organising facilities.
- Record accurate meeting minutes, documenting actions and key discussion points.
- Maintain computerised information management systems, including databases.
- Monitor and manage team email inboxes, forwarding correspondence as necessary and responding appropriately.

Administration:

- Maintain administrative and office processes, adapting to changing business needs.
- Provide administrative support for ad-hoc projects, programmes, and meetings.
- Facilitate cost-effective contract procurement, ensuring contractual requirements are met and high-quality services are delivered.
- Develop and implement Standard Operating Procedures across the organisation to ensure best practices.
- Enhance the membership experience for Communities 1st members, ensuring excellent service and support.
- Maintain up-to-date CRM records for timely member communications.
- Work in collaboration with colleagues to produce appropriate supportive written and online information, e.g. webinars, newsletter articles, fact sheets, social media posts and web resources for members and volunteers.

Event Management:

- Coordinate corporate events, including planning, preparation, and delivery.
- Source and secure suitable venues, ensuring they meet the event requirements.
- Manage event logistics, including catering and audiovisual needs
- Develop event schedules and agendas in collaboration with key stakeholders.
- Ensure events are promoted through appropriate channels, including social media, newsletters, and the organisation's website.
- Coordinate with managers to allocate staff to support events and encourage volunteers to assist on the day.
- Provide guidance and support to volunteers, ensuring they understand their roles.
- Manage event registrations and attendee communications.
- Conduct post-event evaluations to gather feedback and identify areas for improvement.

Other Duties:

- Contribute to a positive working environment, fostering effective relationships with colleagues and delivering high standards of customer care.
- Create a welcoming and supportive atmosphere, building trust to encourage client access to services.
- Adapt to evolving duties and responsibilities in line with the changing needs of Communities 1st.

Person Specification: Office and Executive Support Facilitator

	Essential	Desirable
Values and Personal Attributes		
1.1 Ability to implement our values in all aspects of work. These are to: Work in partnership; Deliver quality; Adapt; Be positive; Be inclusive.	✓	
1.2 Ability to work with a diverse range of people and organisations and be an effective communicator in both verbal and written forms.	✓	
1.3 Ability to work flexibly and effectively as part of a team and on own initiative	✓	
1.4 Creative thinking and problem solving skills		✓
1.5 Proactive approach to personal development and the updating of skills and knowledge	✓	
1.6 Attention to Detail and Accuracy	✓	
1.7 Strong Analytical and Research Skills		✓
1.8 Capability to Handle Confidential Information with Discretion	✓	
Skills & Knowledge		
2.1 Excellent Written and Verbal Communication Skills	✓	
2.2 Proficiency in Microsoft Office Suite and Other Office Software, including CRM systems	✓	
2.3 Strong Organisational and Time Management Skills	✓	
2.4 Event Planning and Coordination Skills	✓	
2.5 Understanding of Data Protection and Confidentiality	✓	
2.6 Ability to Multitask and Prioritise Workloads	✓	
Experience		
3.1 Previous Experience in Executive or Administrative Support Roles	✓	
3.2 Experience in Diary Management and Scheduling	✓	
3.3 Experience in Coordinating Events and Managing Logistics	✓	
3.4 Experience Working in a Non-Profit or Charity Sector		✓
3.5 Experience in Engaging with Senior Leaders and Stakeholders		✓
Other Requirements		
4.1 Will be required to work outside normal working hours occasionally to meet service demands, including attendance at meetings or events in the evening and weekend	✓	