



EXECUTIVE ASSISTANT JOB PROFILE

Job Title:	Executive Assistant, Operations
Accountable to:	National Director of Operations and Deputy Directors
Location:	
Key working Relationships:	<p>Internal: Chair, Chief Executive and CE's secretariat, National Director of Operations, Deputy Directors, Assistant Directors, Heads of Practice, Service Managers, external partners, service users and stakeholders.</p> <p>External: Government Ministers and Departments, the Judiciary, Local Authorities, voluntary sector, HMCTS, Inspectors, trade unions, stakeholders, other agencies and partnerships.</p>
Role Requirements:	(See attached person specification)
Terms of Employment	
Salary:	Band 5
Superannuation:	The pension fund used by Cafcass is the West Yorkshire Pension Fund (a Local Government Pension Scheme). This is also our auto-enrolment scheme. Contribution rates are based on a tiered system.
Annual Leave:	28 days rising to 33 days after 5 years reckonable service, inclusive of 3 statutory / privilege days to be taken between Christmas and New Year.

JOB SUMMARY

To provide a comprehensive research and administrative support service to the National Director of Operations and Deputy Directors, which adds significant value to the overall performance of the team.

MAIN DUTIES AND RESPONSIBILITIES

1. To provide efficient and effective assistance to the National Director for Operations (NDO) and Deputy Directors (DDs), to include diary and email management, and ensuring they are cognisant of essential priorities and communications.
2. To work collaboratively and in partnership with the colleague Executive Assistant (Operations) in carrying out the responsibilities of the post.
3. To work collaboratively with the Chief Executive's secretariat and the Assistant Directors' support officers.
4. To provide a comprehensive administrative service for the Senior Practice Leaders team, the Operational Management Team and other senior management meetings, which will include coordinating and distributing relevant documentation in a timely manner, noting key actions, monitoring and tracking the status of all agreed actions, and producing progress reports and updates as required.
5. To be responsible for producing robust project plans and to monitor and track the status of agreed actions, identifying at an early stage any potential risks to the projects and taking appropriate action.
6. To ensure that all deadlines are met by recording all requests for work commissioned by the NDO and DDs and progress chasing internal and external partners and colleagues as required.
7. To provide an efficient personal assistant service including making all practical arrangements (e.g. travel, meetings, preparing papers) to maximise the effectiveness of the NDO and DDs.
8. To be responsible for efficient and effective running of executive meetings through coordination and booking of meetings, including all associated administration, e.g. notice of meetings, co-ordinating papers, hospitality, and contributing as appropriate.
9. To remain well informed of all key corporate decisions, strategies, policies and procedures and to keep abreast of current issues within the children's sector.
10. On behalf of the NDO and DDs, to ensure good communication with Cafcass Board Members and the Corporate Management Team, and externally with Ministers and Government officials/departments, in particular communication with Whitehall and the Judiciary and the President of the Family Division's office, including drafting of correspondence.
11. To provide effective information and communication systems, including the storage and retrieval of information, and the filing of documentation electronically.
12. To research policy documents and reports on behalf of the National Director for Operations (NDO) and Deputy Directors (DDs) to assist with the preparation of speeches, presentations, briefing papers and reports. This will also include the production of scoping papers and executive summaries as required.
13. To interpret complex information on behalf of the NDO and DDs and present in a user-friendly format.
14. To be an effective representative for Cafcass and to act at all times in a professional manner conducive to promoting a positive Cafcass image.

This job profile is not a definitive list of responsibilities but identifies the key components of the role. The specific objectives of the post holder will be subject to review as part of the individual performance review process.



EXECUTIVE ASSISTANT PERSON SPECIFICATION

Key:	Assessed By Application Form:	A
	Assessed At Interview:	I
	Assessed By Exercise	E
	Documentary Evidence	D

Qualifications
A relevant degree or appropriate project management qualification is desirable
Experience
Project Management experience.
Experience of providing an executive support service to senior managers in a large and complex organisation.
Experience of providing budget management support for senior managers
Skills and Knowledge
Able to research complex information and reproduce into a user-friendly format.
High level literacy and communication skills, both online and in person, and experience of and expertise in creating accurate minutes and meeting summaries.
Ability to understand, analyse, interpret, explain and summarise complex data in a logical manner.
Excellent organisational and effective time management skills, able to prioritise work allocated effectively and make routine decisions autonomously.
Highly developed interpersonal skills, teamwork skills and the ability to work with minimum supervision.
Ability to communicate effectively and negotiate with people at all levels ranging from senior managers to practitioners on the front line including the ability to adapt

communication methods to suit an audience; highly competent in handling confidential information.
Confident and competent in using a range of IT tools, such as Microsoft Word, Outlook, Excel, Power Point, Microsoft Project, Access and Publisher, MS Teams, Zoom and SharePoint Online.
Ability to think methodically and pragmatically and have a problem-solving approach to work.
An independent fast learner who is efficient, reliable and copes effectively under pressure.
Self-motivated and committed to ensuring that the Operational Team achieves its targets and deadlines.
Generic Competencies
A collaborative team worker who can build positive relationships and work effectively across boundaries and achieve results through others.
A track record of achieving results, being pro-active and working on own initiative in a performance driven culture.
Personal conduct, integrity and credibility that commands the confidence of senior managers and staff at all levels, external partners and stakeholders.
Responds sensitively and constructively to difficult situations and promotes the organisation positively internally and externally.
Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies.