

ROLE PROFILE

Job Title:	Executive Support Officer
Salary Band	Co-ordinating and Implementing Business Activities
Salary	Circa £29,000 pro rata
Location:	Manchester/Hybrid Working
Responsible to:	Governance Manager
Hours:	Minimum - 21 hours per week - Flexible

Job Purpose: Working with the Governance Manager supporting and implementing all governance and executive activities relating to ABCUL.

The role holder will be expected to work flexibly to support Board activities which may involve changing the days of the week in which they work as well as some weekend working.

Key Deliverables:

1. To co-ordinate all activities relating to reporting and monitoring on governance matters.
2. To produce data and reports in line with regulatory requirements.
3. To liaise with the Board and ABCUL’s working groups on all matters relating to governance.
4. To coordinate papers for meetings and all related events for Board and working groups i.e. Credit Union Foundation, Trustee Board, ABCUL Inclusivity Group.
5. To take minutes from meetings ensuring they are accurate and reflect the discussions taken place.
6. Assisting with all democratic activities and related communications as required by the rules of the Association.
7. Supporting the Chief Executive and the Governance Manager on day-to-day activities
8. Supporting the Chief Executive and the Governance Manager in relation to the sourcing of venues and logistics relating to all Board activities.
9. Supporting the Chief Executive Officer on any monthly administrative tasks such as processing expenses.
10. Co-ordinate papers for meetings including asking other colleagues to prepare materials as necessary.
11. To undertake any other duties as may be required from time to time.

Essential knowledge, skills and experience:

- Solid experience of administering multiple projects.
- Strong internal and external communications skills so that you can convey information clearly and accurately and adapt to different audiences.
- To handle sensitive information and maintain confidentiality where required
- Experience and understanding of office administration with good organisational skills.
- Experience of working with people at all levels
- Comfortable in working in a small team environment
- Experience of working with Microsoft Office Suite.

Desirable knowledge, skills and experience:

- Experience or knowledge of credit unions' legal and regulatory framework
- Experience of different project systems. E.g. Teamwork, Goldvision
- Experience or knowledge of credit union operations and services provided by credit unions

Key Behaviours/Competencies:

Analytical thinking - Evaluates the facts logically to arrive at an order of priority. Tests out the feasibility and monitors the effectiveness of a solution.

Initiative - Takes action before being prompted and pro-actively makes suggestions for improvement. Identifies urgent decisions and focuses on urgent matters

Results Focused- Accept and tackle demanding goals and proactively seek additional responsibilities. See your part of the process through to completion. Work through challenges to achieve success, do not give up easily

Customer Understanding - Possesses a thorough understanding of the needs of internal/external customers. Actively uses this information to promote excellent customer service.

Communication - Always use clear and concise written communications and use language appropriate to our business.

Flexibility - Adjusts to change positively. Change own view appropriately when faced with new ideas, give support to new plans and initiatives and willingly accepts new or different work or projects.

Team Working - Encourages others to think of themselves as a team and make other team members aware of information that may be useful to them. Understands their own impact and relates well to others and balances personal goals with those of the team. Treat others with dignity and respect and demonstrate empathy. Effectively interact with people at all levels of the organisation, develop a wide network of contacts.