

JOB DESCRIPTION – SENIOR CORPORATE SERVICES

COORDINATOR

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| Job Details | |
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| Job Title – **SENIOR COPRPORATE SERVICES COORDINATOR** | Location – **Edinburgh or Kinross with travel to other CHAS sites** |
| Responsible to – **Executive Support Manager** | Salary – **CHAS Band 5** |
| Job Family – **Sector** |  |
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| Job Purpose | |
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| Working within the culture, ethos and philosophy of CHAS, This role will assist the Executive Support Team (EST) to deliver excellent management and strategic support to the Chief Executive, members of the Senior Leadership Team (SLT) and other senior managers.  This role is responsible for facilitating, coordinating and supporting excellent corporate services and financial governance across all CHAS services. The role has accountability alongside the Finance & Audit Committee Convenor, Health & Safety Committee Convenor and other SLT members in ensuring the delivery of a high quality, safe, effective and person centred service.  This role will provide support to the Chief Operating Officer and their direct reports. Providing advice, support and facilitation to multidisciplinary staff across CHAS to ensure the provision of high quality financial governance and corporate services in line with agreed priorities.  This role supports the administration, coordination and facilitation of a range of key projects and priorities being taken forward by the COO | |
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| Main Tasks | |
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| * Facilitation and Coordination of the Finance & Audit Committee * Personal Administration Support * Project Management * Data gathering, analysing and reporting * Financial * Project Initiative Support * Training | |
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| Job Activities | |
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| **Facilitation and Coordination of the Finance & Audit Committee**   * Provide expert advice and support to staff undertaking work/projects including recording aims and measures, planning and designing audit tools, questionnaires, evaluations, literature searches, report writing and presentations. * To encourage and provide facilitation to support focused health & safety management activities across services to include: staff feedback, volunteering, risk management, incident management, quality improvement projects, audit, etc. * To ensure risk registers are monitored, managed and reported on and that service risks are aligned and reflected in the strategic risk register. * Health & Safety Committee updates including newsletters, reports and   communication bulletins.   * To work collaboratively with the Finance & Audit Committee and Health & Safety   Committee members.   * Attend/support relevant meetings and committees to provide support and advice. * Supporting all Audit activities within CHAS, providing assurance of full compliance with all standards.   **Personal Administration Support**   * Provide support in all aspects of administration as requested. * Develop, implement, manage and evaluate all administrative processes for which the Corporate Services Directorate holds responsibility. * Complex diary management for the COO. Responsible for ensuring that the diaries are managed with a logical and informed approach to maximise on their time to ensure deadlines are met and objectives achieved. Ensuring that diaries and staff are kept up to-date with details of meetings, appointments and deadlines and they are notified of appointments and bookings in advance. * Act as the first point of contact for the COO dealing with general enquiries and providing information in a tactful and sensitive manner. * Liaise with, develop and maintain supportive, co-operative working relationships with arrange of key external stakeholders across NHS Boards, Local Authorities and other organisations. * Responsible for researching and gathering information to support the team in   developing policy, reporting and working effectively.   * Responsible for scheduling 1-1s, annual Staff Review and Development meetings for the COO. * Responsible for creating, maintaining and updating information on the   intranet and shared drives and folders, liaising with other administrative staff.   * Ensure team attendance at meetings by using various technologies including   video conference, teleconference and Teams/Zoom.   * Support the maintenance of personnel records for Corporate Services in line with GDPR. * Assist with writing abstracts and poster presentations for submission to external events and occasionally providing support at information stands at events promoting CHAS services. * Create documents using Microsoft suite of packages eg leaflets, letters, reports   and spread sheets, ensuring compliance and branding of all CHAS  documentation, to achieve excellent standards of quality, presentation and  attention to detail for all work produced by the team.   * Responsible for the timely preparation and circulation of agendas, action   notes, minutes of meetings, meeting dates, and rescheduling meetings and  therefore adjusting plans when required.   * Attend and transcribe formal meeting minutes and notes where appropriate. * Managing to do and action lists and prompting for deadlines.   **Data gathering, analysing and reporting**   * Support the process to evaluate the Corporate Services Directorate and the outcomes in meeting organisational initiatives / outcomes. * Compile narrative reports when required for the Corporate Services Directorate initiatives circulating to Senior Leadership Team. * Respond to requests of statistical queries regarding the work of the Corporate Services Directorate and updating a monthly service activity spreadsheet. * Database input database reporting. * Responsible for ensuring compliance with Information Governance Policy and Procedures. * Responsible for updating various operational plans with current progress. * Supporting the process of completing the annual strategic monitoring reports,   ensuring that all reports accurately evidence the outcomes  **Financial**   * Responsible for coding team invoices and dealing with any queries. * Procurement of all goods identified by Corporate Services Directorate team and   the maintenance of records.   * Responsible for booking travel, accommodation and training for Directorate. * Authorised for budget spend up to £750. * Responsible for checking transaction listings for the team in conjunction with   the COO.   * Assisting the COO to draft and monitor annual budget.   **Project Initiative Support**   * Responsible for the administration and support of all Corporate team initiatives and projects initiatives. * Undertaking research and evaluation of projects when required. * Support and input into CHAS Plan initiatives. * Undertaking projects, background research, prepare reports, briefing papers and internal communications as required on issues across the range of CHAS’s activities to support key strategic and operational issues relevant to   the Directorate.   * Support the development of frameworks for reporting on projects across   CHAS  **Systems and Training**   * Ensure compliance of Learnpro statutory requirements for the Directorate. * Ensure the effective induction of all new staff to the Directorate. * Organise educational training, conferences and events depending on need. * Ensure relevant training and processes mapping for new systems is readily available and highlighted to Directorate.   **Policy Review and Development**   * Supporting the review, development and successful implementation of policies, procedures and guidance as required.   **Health and Safety**   * Responsible for complying with the CHAS Health and Safety Management   Policy and associated procedures and co-operate with CHAS in complying with its legal duties.  **Information Governance**   * Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties. | |
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| Dimensions | |
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| **Line Management**   *  The post is line managed by the Executive Support Manager.   **Financial**   *  Authorised signatory for up to £750. *  Involved in the preparation of the Corporate Services annual budget. *  Procurement of Corporate Services Directorate goods.   **Knowledge**   * Educated to degree level in an administrative discipline or equivalent level of   theoretical knowledge.   * Demonstrable advanced knowledge of a full range of administrative and   organisational policies and procedures.   * Demonstrable advanced knowledge of the Microsoft Office suite packages   including Word, Outlook, Excel and PowerPoint.   * Demonstrable project management knowledge. * Knowledge of financial terminology would be advantageous. | |
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| Decisions and Communications | |
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| **Decisions**   * Works with a high degree of autonomy within the agreed management structure   of CHAS and makes autonomous decisions.   * Expected results are defined but the post holder has significant discretion to   work within a set of defined parameters and knows when to defer to the Line  Manager. The post holder is guided by CHAS policies, procedures or regulations.   * Uses analytical skills to assess problems and understand situations or information and operates with developed judgmental skills to suggest solutions and / or adjust plans. * Responsible for making rapid and accurate assessments of urgent/delicate   situations, provide solutions and avoid disruptions, in order to meet deadlines.  **Communications**   * On a daily basis, and ensuring confidentiality at all times, communicates   complex and sensitive information with a range of staff across the organisation  and to colleagues across a range of external bodies.   * Provides/receives information, where persuasive and influencing skills are   required. This may be because agreement or cooperation is required.   * Has frequent contact with the Chief Executive, Senior Leadership Team, and   Board.   * Act as an ambassador for CHAS when developing external relationships. * Frequent liaison with NHS health boards, local authorities and other organisations. * Presents and communicates routine and complex information to a variety of   Stakeholders.   * Incidental contact with children, young people and their families. | |
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| PERSON SPECIFICATION – SENIOR CORPORATE SERVICES COORDINATOR |
| Education, Qualifications, and Training |
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| **Essential**   * Educated to degree level in an administrative discipline or equivalent level of theoretical knowledge.   **Desirable**   * Knowledge of financial terminology |
| Method of Assessment –Application Form |
| Skills, Abilities, and Knowledge |
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| **Essential**   * Demonstrable advanced knowledge of a full range of administrative and organisational policies and procedures to be able to problem solving across specialism. * Demonstrable advanced knowledge of IT packages including the Microsoft Office suite, Word, Outlook, Excel and PowerPoint. * Demonstrable project management knowledge * Ability to work confidently with Board level directors and senior managers * Constructive, creative and effective problem solving skills * Highly developed planning, organisational and time management skills, with a keen eye for detail and commitment to providing a high quality service * Developed negotiation, influencing and persuasion skills * Ability to interact positively with people at all levels with excellent verbal communication skills * Complex diary management experience and the ability to ensure smooth travel planning. * Effective minute taking skills and committee support at a strategic level. * Excellent written communication skills including evaluation and report writing. * First class judgement and decision making skills, with an ability to work under pressure with minimal supervision. * Resourceful and enterprising, with a positive attitude to challenges and change * Occasional early evening working for Board committees. |
| **Desirable**   * An understanding of the voluntary sector / or health care provision / local authority |
| Method of Assessment –Application Form and Interview |
| Experience |
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| **Essential**   * A minimum of two years’ experience supporting a senior manager/director and working with strategic level committees.   **Desirable**   * Experience of working for a charity   Method of Assessment – Application Form and Interview |
| Personal Qualities |
| **Essential**   * Acts with integrity. * Works co-operatively with colleagues to improve service. * Forms meaningful relationships with others. * Demonstrates initiative and acts with effectiveness. * Accountable for own actions and decisions. * Commitment to ongoing learning and development. * Commitment to CHAS core values and vision * Commitment to working with/supporting colleagues, volunteers, supporters and   families.  Professional attitude to work   * Resourceful and enterprising, with a positive attitude to challenges and change.   **Desirable**   *  None |
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| Other Requirements |
| **Essential**   * Full driving licence and access to a car for travelling between CHAS sites   **Desirable**   * None   Method of Assessment – Application Form and Interview |