

JOB DESCRIPTION

Job Title:	Executive Administrative Support Officer	
Responsible to:	Directly:	Executive Office & Governance Manager
	Indirectly:	None
Responsible for:	Directly:	None
	Indirectly:	None
Based at:	The Coppice, 301 Reservoir Road, Erdington, Birmingham, B23 6DF, with occasional travel to other YMCA Heart of England sites and locations as required.	

Organisation Context

YMCA Heart of England is an independent charity and registered provider of social housing, affiliated with the national and international YMCA movement. Guided by our Christian values, we are committed to enabling people to develop their full potential in mind, body and spirit. We strive to create supportive, inclusive and empowering communities where young people feel they belong, can contribute positively and are able to thrive.

Since 1849, YMCA Heart of England has been serving communities across Birmingham, Coventry and Warwickshire through a wide range of services delivered from multiple locations across the region.

Today, our services include:

- Providing over 350 units of supported accommodation for people who have experienced homelessness, supporting individuals to build independence and move forward positively.
- Providing general needs accommodation for individuals who no longer require intensive support services.
- Delivering affordable childcare through our nursery provision, helping to give children the best possible start in life.
- Providing out-of-school clubs and holiday playschemes for older children and young people.
- Delivering youth services and creating safe spaces where young people can engage, develop and build positive relationships.

We employ approximately 100 staff, supported by a dedicated team of volunteers whose contribution is invaluable to the delivery of our services and support across the organisation.

Everything we do is centred around our mission:

To inspire young people to discover their potential so that they can live life in all its fullness.

Job Purpose

The Executive Administrative Support Officer provides administrative and coordination support across the Executive Office, supporting the smooth day-to-day running of meetings and organisational administration functions.

The role supports the Executive Office & Governance Manager through effective organisation, record keeping, meeting administration and logistical coordination, helping to ensure that the Executive Office activities are delivered efficiently and professionally.

The key purposes of the role are:

- To provide administrative and coordination support to the Executive Office & Governance Manager.
- To support the organisation and administration of meetings, compliance and regulatory activity and associated documentation.
- To assist with the preparation, collation and maintenance of records, reports, packs and organisational documentation where required.
- To support the maintenance of governance systems, trackers and records, including contracts, bids and associated documentation.
- To coordinate travel, accommodation, events and logistical arrangements where required.
- To support the effective administration of the Executive Office functions through accurate record keeping, organisation and communication.
- To contribute towards the smooth and professional running of the Executive Office and governance support activities.

Duties

1. Meetings and Coordination Support

- a) Coordinate management meetings, including scheduling, agenda preparation and minute taking.

- b) Take minutes at Senior Leadership Team (SLT) meetings and other meetings as required, ensuring discussions and actions are accurately recorded.
- c) Support the preparation of agendas, meeting documentation and packs, including collating and organising information where required.
- d) Assist with maintaining appropriate records, action logs and document control systems.

2. Administrative Support

- a) Coordinate travel and accommodation arrangements where required.
- b) Assist in maintaining filing systems and document management processes.
- c) Provide general administrative support across the Executive Office functions.

3. Governance Support

- a) Assist with monitoring YMCA representation on Federation Forums and maintaining key information and updates.
- b) Support the maintenance of contract and bid registers, associated documentation and renewal tracking.
- c) Support with the coordination and submission of regulatory submissions and statistical returns.
- d) Assist with maintaining accurate governance and organisational records.

4. Events and Logistics

- a) Coordinate venues, catering and logistics for meetings, conferences, workshops and away days.
- b) Support the planning and organisation of external organisational events.
- c) Assist with wider Executive Office logistical and coordination requirements where required.

5. General Responsibilities

- a) At all times, to act in accordance with the ethos and values of the association and the general standards expected of all employees of YMCA Heart of England.
- b) To respect and promote the association's Christian ethos and uphold its values, namely:

- **Inspire:** We inspire people to be the best they can be through their experience and interaction with us.
- **Believe:** Our faith means that we believe in people's potential and have confidence in a positive future.
- **Excellence:** We seek excellence and deliver quality services by setting high standards and going the extra mile.
- **Compassion:** We serve others with compassion and kindness in order to transform lives and communities.

• **Integrity:** Our ethos supports us to challenge ourselves and others to do the right thing at all times.

- c) To promote a caring, helpful and unbiased attitude towards all employees, service users, trustees and members of the general public, and to maintain an impeccable standard of honesty and professionalism in all such dealings.
- d) To uphold at all times the principles of equality and diversity, and to report any discriminatory or abusive behaviour to your line manager (or, if necessary, Senior Management) so that appropriate action can be taken.
- e) To adhere to YMCA Heart of England's Health & Safety, Safeguarding, Equal Opportunities and all other policies and procedures, and to contribute, as required, to their review and development.
- f) To carry out any other duties not detailed in this Job Description, but in line with the overall purpose of the role, as directed by your line manager.
- g) To promote the activities of YMCA Heart of England in a positive way to all staff, service users, other organisations and members of the general public.

Person Specification - Executive Administrative Support Officer

Criteria	Essential	Desirable
Alignment with Ethos and Values		
Strong understanding of, and commitment to, the ethos, values and mission of YMCA Heart of England	X	
Acts with professionalism, integrity and respect, consistently reflecting the values of YMCA Heart of England in all areas of work	X	
Good understanding of, and commitment to, the principles of equality and diversity.	X	
Skills		
Strong organisational and time management skills	X	
Strong written and verbal communication skills	X	
Ability to manage workload effectively and meet deadlines	X	
Ability to work accurately and with attention to detail	X	
Ability to maintain confidentiality and professionalism at all times	X	
Ability to work both independently and collaboratively	X	
Ability to adapt to changing priorities and organisational needs	X	
Proficient in Microsoft Office applications, including Outlook, Word, Excel, PowerPoint and Teams	X	
Knowledge		
Understanding of administrative, meeting coordination and record-keeping processes	X	
Understanding of confidentiality, data protection and professional boundaries	X	
Awareness of regulatory filing and submission requirements		X

Knowledge of Board and Committee administration processes		X
Experience		
Experience providing administrative or executive support	X	
Experience coordinating meetings and administrative activities	X	
Experience taking accurate minutes and maintaining records	X	
Experience managing confidential and sensitive information	X	
Experience maintaining documentation, filing systems or trackers	X	
Experience supporting regulatory submissions or returns		X
Experience working with Boards and Committees		X
Experience working within a charity, public sector or housing environment		X
Qualifications		
Educated to GCSE level (or equivalent), including English and Mathematics	X	
Educated to A-Level standard or equivalent experience		X
Qualification or training in administration, business support or related field		X