



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

Job Pack **Business & Executive Support Manager**

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **05/05/2024 at 11.59pm** although applications will be reviewed on a rolling basis and therefore we reserve the right to close this role early. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

To have an informal discussion about the role, contact [**recruitment@otrbristol.org.uk**](mailto:recruitment@otrbristol.org.uk)

Role Summary

Job Title	Business & Executive Support Manager
Salary	OTR Band C Starting salary £30,068 - £36,323 depending on experience
Hours	37.5 per week 1 FTE
Contract	Permanent
Leave	Flexible - our basic entitlement is 28 days (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
Pension	With The People's Pension - up to 3% employer contribution on qualifying earnings
Location	Based at OTR, 8-10 West Street, St Philips, Bristol, BS2 0BH and in locations across Bristol and South Glos.
Accountable To	CEO
Job Purpose	The Business & Executive Support Manager is a newly created role to provide comprehensive Executive Assistant support to the Chief Executive Officer, as well as general administrative support to the Board. This is a diverse and varied role which will operate in a fast-paced environment where being solution-focused is a prerequisite.
Key Relationships	<ul style="list-style-type: none">• Chief Executive• Human Resources Team• Services Team• MHST Team• Development Team• Facilities Team

Role Description

Executive Assistance	<ul style="list-style-type: none"> ● Provide business support to the CEO, including but not limited to proofreading documents, correspondence and ad hoc duties as required ● Working closely with the Chief Executive Officer to ensure active and efficient management of their email account and diary, including scheduling calls and appointments, organising meeting rooms and refreshments, ● Making and co-ordinating detailed arrangements as required for all meetings chaired by the Chief Executive Officer, and other meetings as required including preparation of agendas, coordinating, and distributing papers, taking minutes and actions arising from meetings, and maintaining action trackers, ● Planning and delivering engagement and networking events with key stakeholders, working with the operations teams, SLT and Executive Officers, ● Providing administrative support to Board and sub-committees, taking minutes, storing confidential documents and following up actions arising from meetings, ● Drafting of correspondence and emails for the Chief Executive Officer, ● Undertaking research and preparing reports and briefing documents for the Chief Executive Officer ahead of meetings, ● Acting as first point of contact for external and internal enquiries, ● Management of incoming and outgoing mail, ensuring that all enquiries are logged, prioritised and dealt with timeously, ● Ensuring that enquiries are followed up as necessary, ● Dealing with a range of enquiries from stakeholders at all levels of seniority in a discrete and sensitive manner,
Governance	<ul style="list-style-type: none"> ● To contribute to the creation of new policies as required. ● To oversee and monitor the collection and retention of data across OTR's central services in line with GDPR requirements. ● To act as OTR's designated Data Protection Officer (DPO), ensuring compliance with GDPR. ● To work with GDPR consultants to map current data processes and data held. ● Develop and maintain legally compliant Facilities Management and Health & safety policies and procedures and ensure that key roles are appointed - First Aiders, Fire Wardens etc. ● To keep up to date with health and safety law and wider legal obligations across the organisation. ● To conduct risk assessments for OTR premises and ensure all relevant legislation and health and safety considerations are met. ● To ensure OTR is adequately insured.
Administration	<ul style="list-style-type: none"> ● Line management for the administration team across all departments. ● Progressing the cross functionality of the administration team through long term succession and development planning. ● Liaising with both MHST and Service team managers to ensure their continuing administration requirements are being met and to be abreast of any projects which could impact the administration function. ● Develop expense reports as necessary for all managed functions ● To centralise the Administration function across the organisation and provide a first class service to all departments.

	<ul style="list-style-type: none"> ● Responsible for the line and workload management of the Administration team across all departments and to have oversight of their responsibilities. ● Responsible for preparation of correspondence and papers, as directed by the CEO. ● Provide coordination of and participate in relevant meetings, reporting attendance and providing information advice and support where requested. ● Manage / secretariat relevant meetings, including taking minutes / actions, collating papers and preparing agendas. ● Ensure that all documentation relevant to the business is completed and kept up to date in line with organisational requirements. ● To proactively identify opportunities to improve the Administration service within OTR. ● Ad hoc duties as outlined by the CEO as required. ● Providing general administrative support, when required, to specific projects or during absence of other administrative support roles. ● Development of a Strategic Plan Monitoring System, preparation of project plans, GANTT charts etc ● Preparing, photocopying, circulating correspondence, reports and committee papers of all types, including the preparation of confidential material and financial/statistical information using spreadsheets and databases, ● Gathering information from across the organisation, including KPIs, analysing trends and preparing progress update reports against our strategic plan, ● Development of an accessible online storage solution for Board Business, ● Developing and maintaining efficient and up-to-date filing and records systems for correspondence and other related papers. ● Maintaining an efficient system of computer files and organisational archives, retrieving data as required,
Management & HR	<ul style="list-style-type: none"> ● To provide line and workload management to the Facilities and Administration team across all departments and the Facilities Champion and to have oversight of their responsibilities. ● To coordinate, in collaboration with the HR Champion, the onboarding and site induction of new starters. ● Liaise with the facilities team to ensure that all new starters have a laptop, email address prior to their first day. ● To support the training and development of OTR staff in relevant topics e.g Health & Safety
Facilities and Estates	<ul style="list-style-type: none"> ● To establish and manage a network of trusted sub-contractors across OTR estates (i.e. cleaners, window cleaners, maintenance, fire safety, locksmiths, IT support etc). ● To be responsible for the tendering and management of facility management contracts e.g. general waste, recycling waste, PAT testing and fire extinguisher maintenance. ● To ensure all OTR estates are properly risk assessed and compliant with health and safety legislation. ● Where appropriate, to source new OTR premises as directed. ● To manage relationships with landlords for OTR premises and act as the primary point of contact. ● To be responsible for day to day management of OTR premises, ensuring spaces are clean, safe and well-resourced.

	<ul style="list-style-type: none"> • To manage OTR's maintenance schedule, ensuring all necessary work is carried out. • To manage OTR security and premises access systems. • To lead on implementing accessibility initiatives relating to OTR premises.
Procurement	<ul style="list-style-type: none"> • To lead on all OTR procurement of supplies and services, including but not limited to, telecommunications, broadband, utilities, tradespeople, insurance, IT, petty cash, office equipment and supplies in line with OTR's Procurement Policy. • To ensure purchasing achieves value for money and is ethical and consistent with OTR's Environment Policy. • Acting as purchasing officer within approved limits. Checking, coding and approving invoices for payment, • Arranging travel and accommodation when required for SLT and the Executive Officers, • To oversee OTR's asset management systems for OTR capital and hardware. • To manage all OTR subcontracting relationships related to procurement. • To act as the primary point of contact for all third party suppliers of goods and services. • To oversee and be responsible for the budget for supplies, services and premises costs. • To produce Service Level Agreements as required and ensure that they contain all necessary information to manage service delivery.
Policy & Service Development	<ul style="list-style-type: none"> • To propose changes to own area, review relevant policies and make recommendations for the delivery of other activities • Contribute to the development, implementation, monitoring and evaluation of new information systems.
Equality, Diversity and Inclusion (EDI)	<ul style="list-style-type: none"> • The post holder will champion equality, diversity and inclusion (EDI) and be proactive as a member of the team and as a line manager in the promotion of equality, diversity and inclusion to ensure that EDI is embedded into their working culture, behaviour, values and practice.
General	<ul style="list-style-type: none"> • To engage in training and development appropriate to the role. • To commit to the core values of OTR, including young people's empowerment and participation. • To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially in relation to Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding. • To ensure all paper and electronic personal records are managed and stored safely at all times. • To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • A good general standard of education and a demonstrable ability to apply knowledge. 	
Experience	<ul style="list-style-type: none"> • Demonstrable experience of working in a similar role. • Experience of leading and upskilling a team • Experience of working with confidential information. 	<ul style="list-style-type: none"> • Experience of delivering induction and following onboarding processes
Knowledge	<ul style="list-style-type: none"> • Knowledge of the inner workings of a administration function • Knowledge of the charity sector 	
Skills & Abilities	<ul style="list-style-type: none"> • Excellent communication skills and the ability to negotiate robustly on behalf of OTR. • Excellent administration and organisational skills and the ability to prioritise and manage a demanding workload. • The ability to work confidently on own initiative; a self-starter. • Highly computer literate. 	
Personal Qualities	<ul style="list-style-type: none"> • Resilient; able to model good self care. • Values led with a personal commitment to equality, diversity, social justice and change. • A strong personal interest in and commitment to the mental health and wellbeing of children and young people. 	

About us

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 59-year history and is proud to be reaching more young people than ever before (over 20,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing info and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all of our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy (38 days), healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, free yoga and reiki, and more (subject to contractual terms and conditions).

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, in order to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

What We Believe	What We Value	How We Behave
<ul style="list-style-type: none">• We believe that our offer should be inclusive of all cultures and identities• We believe that young people have unique strengths, interests and circumstances• We believe that the world around us impacts our wellbeing• We believe in placing young people at the heart of our work• We believe in innovating and evolving to improve our offer for young people• We believe that relationships are what make the difference• We believe in the power of partnerships	<ul style="list-style-type: none">• Collaboration• Diversity• Learning• Sharing• Participation• Self-efficacy• Self-care• Transparency• Agency• Creativity• Social Action• Pragmatism	<ul style="list-style-type: none">• We're accommodating• We're integrated• We're thoughtful• We're supportive• We're open• We're resourceful• We're resilient• We're communicative• We're independent• We're imaginative• We're motivated• We're adaptable