

## JOB DESCRIPTION

Please submit all applications to [admin@beaconhc.co.uk](mailto:admin@beaconhc.co.uk) or post to Beacon, 10 Napier Court, Barton Lane, Abingdon, Oxfordshire, OX14 3YT to reach us by 9am on Monday 6<sup>th</sup> November 2023.

<b>Job Title:</b>	Executive Assistant
<b>Department:</b>	Operations Team
<b>Reporting To:</b>	Managing Director
<b>Reporting To Job Holder:</b>	N/A
<b>Work Hours:</b>	Part-time (21-25 hours p/w), flexible hours
<b>Contract:</b>	Permanent
<b>Salary:</b>	£28,000 pro rata p/a plus performance-related bonus and excellent benefits package (see below)
<b>Location:</b>	Home based with periodic travel to Head Office in Oxfordshire
<b>Job Purpose:</b>	To support the senior team, as directed, to ensure that company goals and objectives are accomplished and that operations run efficiently. Develop, maintain and refine internal processes that support executive initiatives and coordinate resources to expedite workflows. Manage communication with employees by liaising with executives on various projects and tasks. Provide a wide range of administrative functions to facilitate the smooth delivery of all business operations.

### **MAIN DUTIES:**

1. Work with the senior and executive teams to create and maintain systems and processes that improve business services and promote efficiency, from a set of pre-determined initiatives.
  2. Work with senior, sales, administration and marketing colleagues to identify areas of inefficiency across the organisation and opportunities to improve systems and workflows.
  3. Support the senior team with key finance and HR functions including audit support, invoicing, credit control, DBS checks, wellbeing initiatives, onboarding, development of training plans and use of the HR system.
  4. Overseeing internal training needs and working with senior team to draft individualised training plans.
  5. Preparation and tracking of high-level communications with statutory services.
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6. Designing and implementing new Health and Safety system including developing new suite of risk assessments, compliance paperwork, management of home working equipment requirements and implementing health and safety training programmes.
7. Working with Managing Director and relevant colleagues to organise annual training events, including researching and booking venues and speakers and oversight of logistics.
8. Supporting the preparation of reports.
9. Working with colleagues to ensure that established processes are adhered to across the organisation, providing support as necessary and as directed by the senior team.
10. Scheduling appointments, board meetings and external training for the senior team.
11. Providing ad hoc assistance and support to the senior and executive teams, as directed.
12. Providing a wide range of organisational and administrative duties to the advice, casework and senior teams as directed in order to facilitate smooth running of all business systems and operations, ensuring that administrative activities are carried out in accordance with company policy and procedures.
13. Support administration colleagues with their day to day tasks for part of the week, during holidays and at peak periods, ensuring the effective operation of administrative procedures. To include monitoring of group inboxes, ordering supplies, processing incoming documents and facilitating client payments.
14. Providing accurate and efficient presentation and formatting support to the casework team.
15. Managing travel arrangements of senior and casework teams.
16. Supporting the acquisition of medical records from health and social care agencies and tracking their delivery.
17. Adhering strictly to information governance policies and procedures, keeping abreast of developments and providing advice to staff as necessary.
18. Attending line management, supervision and team meetings as appropriate.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your developing role and the overall objectives of the companies.

This post may be subject to a satisfactory Disclosure and Baring Service check or equivalent.

**STAFF BENEFITS:** Pension Scheme, Generous Annual Leave Entitlement, Death in Service Benefit 4x salary, Flexible Working, Health & Dental Care Plan, Professional Development Plan, Employee Rewards Scheme (Perkbox) and Performance-Related Bonus.

## PERSON SPECIFICATION FORM

**Job Title:** Executive Assistant

**Department:** Operations Team

Specification	Essential Requirements	Desirable Requirements
<u>Qualifications/ Education/ Training:</u>	<p>Strong IT skills and an ability to use Microsoft Office Applications to a high standard.</p> <p>An aptitude for learning new software systems.</p>	Administration, customer service or project management qualification.
<u>Relevant experience:</u>	<p>Minimum of two years' experience in an administrative role reporting directly to upper management.</p> <p>Managing day-to-day operations and developing and implementing effective and efficient office systems.</p>	<p>Experience of working in a senior administrative role either within a private firm, health or social care organisation, or third sector organisation.</p> <p>Experience of working within or understanding the relationships across Health and Social Services.</p>
<u>Relevant knowledge/skills:</u>	<p>Excellent oral and written communication skills with an ability to engage effectively with a range of stakeholders. Able to establish a good rapport with colleagues and clients in a professional and constructive manner, upholding brand values.</p> <p>The ability to work with attention to detail and accuracy, handling confidential and sensitive information with discretion. Able to keep good records, monitor and report.</p> <p>Excellent and demonstrable organisational and administrative abilities.</p>	<p>Demonstrable ability to develop effective new systems and processes for executive teams.</p> <p>An understanding of effective listening and questioning techniques.</p>
<u>Personal attributes:</u>	<p>Strong time-management skills and an ability to organise and coordinate multiple concurrent projects.</p> <p>A demonstrable ability to work with a client group who may be lonely, upset</p>	<p>Flexible attitude to work, including availability to work some evenings when required.</p> <p>An ability to work as part of a small and dynamic team.</p>

	<p>and experiencing strong and complex emotional feelings.</p> <p>Flexible team player, willing to adapt to changes and unafraid of challenges.</p>	
<p><u>Special Requirements:</u></p>	<p>A commitment to the principles of equal opportunities and anti-discrimination whether race, religion, age, gender or sexual orientation.</p> <p>This post may be subject to a Disclosure and Barring Service check.</p>	

## Background Information

NHS Continuing Healthcare (CHC) is the name given to a package of healthcare that some people need to receive due to disability, accident or illness. People who are eligible for CHC have the full cost of their care and accommodation funded by the NHS. This relieves families of sometimes astronomical care bills.

The criteria for determining who is eligible for CHC are highly complex and can be very difficult to understand. The assessment process is lengthy and detailed. Likewise, the appeal process can be very daunting and perplexing.

Beacon's roots are in a service provided by Age UK Oxfordshire, to provide free advice and support to families trying to navigate the CHC system. Beacon is a social enterprise that spun out of this service ten years ago and has supported over 100,000 families across England.

Beacon provides a free CHC advice service, funded by NHS England, as well as advocacy and representation charged at a lower cost than many legal firms. We are well renowned as England's foremost experts in CHC and frequently advise policy-makers on policy changes and updates to the guidelines.

## Our Values

At Beacon, we employ people who want to do things differently to other organisations working in this field. Five values sum up our culture and how we treat our clients and our staff:

### 1. Ethical

#### Commitment to our clients

We operate with honesty and integrity. We are transparent about our funding set-up and our fees, which we keep as low as we sensibly can. We never 'hard sell' our services, we keep you informed at every step, and we always give our honest opinion of your chances of success. As a social enterprise, we donate any profits to charity.

#### Commitment to our team

We operate with honesty and integrity, and always work hard to get the best results for our clients and the business. We work to high standards, and trust our people to respectfully speak out if we fall short.

### **2. Expert**

#### Commitment to our clients

We pride ourselves on being recognised as leading independent experts in NHS Continuing Healthcare (CHC). We apply our knowledge and experience to help every case and caller. We also strive to improve CHC for everyone, by training health and social care professionals.

#### Commitment to our team

We are the leading experts in our field. We encourage and value innovation and evolution in what we do, and how we do it. We are united in developing the business and its services.

### **3. Personal**

#### Commitment to our clients

By listening carefully to you and the people who really know about your care needs, we can provide excellent advice and powerful advocacy tailored to your unique situation.

#### Commitment to our team

We get results by getting to know our clients. We do the same with our people, offering flexible working options to suit your circumstances, and taking time out to have fun as a team.

### **4. Compassionate**

#### Commitment to our clients

We are mindful of the immense stress that our callers and clients can be under, at what is often a really tough time. We do our best to lift some of that burden by providing a quality service that you can trust, and by being compassionate and courteous at all times.

#### Commitment to our team

The nature of the work can be stressful and emotionally draining. We take care and time to look out for each other, and encourage healthy work habits.

### **5. Rewarding**

#### Commitment to our team

We take the time to celebrate success and are inspired by one another's achievements. We provide a generous and varied suite of benefits that can be enjoyed by our people and their families.