

Position: Executive Support and Engagement Manager

Responsible to: CEO

Responsible for: Volunteer reception staff

Job Type: Permanent - full time

Location: The Poppy Factory, 20 Petersham Road, Richmond, Surrey TW10 6UR

Salary: Competitive

Hours: Monday to Friday - 37.5 hours per week

**Background Information**

In 2010, The Poppy Factory launched the community based Individual Placement and Support (IPS) service supporting ex-armed forces personnel with physical and/or mental health challenges into competitive employment throughout England, Wales and NI. We currently provide an outstanding bespoke employment support to over 300 veterans per year in addition to the ongoing support offered once they have started work.

The Poppy Factory is an independent charity founded in 1922 to provide paid employment opportunities for wounded, injured and sick ex-Servicemen and women. The factory was established in Richmond, Surrey to make poppies and other commemorative items to achieve this purpose. These products are still manufactured and sold today under special arrangement to The Royal British Legion.

**Purpose of the Role**

To provide, and oversee the provision of, high level administrative support to the CEO, the Executive and the Visitor Experience Team, working closely with key stakeholders, including the Board of Trustees to deliver the charity’s strategy.

To provide administrative support and event management for the organisation including the successful delivery of the annual Field of Remembrance, the Annual General Meeting and other high-value external events.

To deliver the office management function, ensuring that it meets the needs of the organisation and supports the delivery of high quality customer service.

To provide support for organisational activity, including fundraising and marketing campaigns and, on completion of the building refurbishment project, for the Visitor Experience.

**Principal Responsibilities**

To support the CEO and liaise positively and professionally with Board members, stakeholders, colleagues, visitors and all organisations that the Poppy Factory is engaged with.

To co-ordinate Board/Staff/Stakeholder meetings and briefings. To prepare, collate and distribute agendas and papers, distributing them in a timely manner and taking minutes and tracking/pursuing follow up actions, as required.

Provision of executive assistant support to the CEO, managing diary and travel requests, preparing PowerPoint presentations, speeches and projects as requested and responding to enquiries in a timely and professional manner, both orally and in writing.

Delivery of the office management function ensuring it meets the needs of the organisation and supports the delivery of high quality customer service. This will include the development, maintenance and review the organisation’s administration systems in order to achieve consistency and maximise efficiency, and responsibility for the safe storage of all business contracts. It will also include the requirement to read, research and summarise documents, reports and articles, offering subsequent advice to the CEO and Executive Team.

Delivery of high-quality event management to support the annual Field of Remembrance, the Annual General Meeting and other high value events. This will include responsibility for liaison with a wide variety of stakeholders including the Royal Household.

Line management of a team of volunteer receptionists who support the visitor experience team.

Provision of administrative support to the building project team and thereafter to provide support to the visitor experience team, providing “front of house” assistance and cover for reception.

To work proactively across the extended Poppy Factory Team to build strong working relationships with all departments.

To act as an ambassador for the organisation, liaising directly with external agencies, contacts and stakeholders and identifying external opportunities for partnership involvement.

To maintain confidentiality and to use discretion and sound judgement all areas.

To be responsive and open to further development of the role to meet changing needs within the organisation.

To undertake other duties commensurate with the accountabilities of the post.

**Person Specification**

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| **Essential** | |
| **Experience** | * Previous experience of office management and the provision of support at Chief Executive/Executive level. * Committee scheduling and servicing. * Drafting and proof reading documents. * Experience of senior-level liaison and engagement. * Experience of event management. * Empathy with organisational mission and objectives. |
| **Knowledge and Skills** | * Advanced IT skills and the ability to use Microsoft Office, particularly Excel and Power Point. * Excellent organisational and planning skills. * Effective prioritisation and time management skills. * Excellent communication and interpersonal skills, including the ability to build strong working relationships with internal and external stakeholders and to work closely with a diverse and sometimes geographically-dispersed team. * Confident and articulate. Able to engage effectively with senior external contacts. * Minute-taking skills to a high level of accuracy. * Flexible and responsive able to work with changing and competing demands. |
| **Abilities and Attributes** | * Ability to manage a complex and varied work programme independently. * Able to respond to fast changing circumstances with flexibility, patience and an efficient manner. * To behave professionally at all times and maintain strict confidentiality and discretion. * To remain motivated and committed to the provision of the full range of office and administrative duties. * To innovate and develop new solutions, being able to think outside the box and plan ahead effectively. * To work efficiently and effectively under pressure to meet tight deadlines. * Emotional resilience and sense of humour. * Able to act as an ambassador for the Poppy Factory and represent the organisation externally in a positive manner. * Able to work in accordance with and demonstrate the values of The Poppy Factory. |
| **Desirable** | |
| **Knowledge and Experience** | * Knowledge/experience of working in the charity or Armed Forces sectors. * Company Secretary; Chief Clerk or Adjutant experience. * A level standard equivalent or higher level education. |

**Benefits, terms and conditions**

The Poppy Factory aims to be a model employer and offers equitable terms & conditions of employment and a range of enhanced benefits, as outlined below:

* **Salary:** All our salaries are benchmarked based on the requirements of the job description and comparable roles in the charity sector. Salaries are subject to annual review.
* **Location:** The Poppy Factory, 20 Petersham Road, Richmond, Surrey TW10 6UR.
* **Contract:** unless advertisement states otherwise all posts are offered on a permanent contract (subject to completion of a six-month probationary period).
* **Pension:** on completion of three months’ service staff will be auto-enrolled into the Poppy Factory occupational pension scheme offered by Standard Life. Contribution rates on auto-enrolment are 2.67% employer and 5.33% employee (via salary sacrifice). Staff may choose to increase their contribution rate. The Poppy Factory will contribute double the employee rate to a maximum of 10% employer contribution (which increases to a maximum of 14% after 5 years’ service).
* **Annual Leave:** Full time staff entitlement is 24 days per year with 1 day’s additional leave on completion of 3, 4, 5 and 9 years’ service (i.e. to a maximum of 28 days) plus 1 day in lieu of Armistice Day plus public holidays.
* **Reservists Leave:** Staff who are members of the Reserve services are entitled to ten days paid leave to support their reservist activities.
* **Life Cover:** Life insurance cover of 3x annual salary.
* **Employee Assistance Programme**: 24 hour/365 days confidential service offering a wide range of advice and support.
* **Family Friendly:** Enhanced parental benefits (subject to meeting statutory requirements).
* **My Work/Life Benefits:** Childcare vouchers scheme (via salary sacrifice), cycle to work scheme, and access to our benefits portal offering a wide range of discount vouchers and promotions for high street shopping, restaurants, experiences and days out.

**Equality, Diversity and Inclusion**

We are committed to equality, valuing diversity and promoting inclusion within our workforce, including the volunteers who give their time to us. We work to maintain an environment where the needs and aspirations of all employees are met, irrespective of characteristics protected under the legislative framework of the Equality Act 2010. We expect everyone to understand and accept their personal responsibility to recognise and value differences and the unique contributions that people make to the way we deliver our work.

As an equal opportunities employer our commitment is to take positive measures to recruit people from underrepresented groups, and we actively encourage applicants from diverse backgrounds. As a Disability Confident employer, we offer a guaranteed interview for any job applicant with a disability who meets the essential criteria for the role. Please indicate in your covering letter if you wish to be considered under this scheme. We are also happy to discuss reasonable adjustments to the application or interview process to accommodate disabled candidates.

We are a family friendly employer.