



Registered Charity Number: 1045429

Office 73, 4th floor, Building 8, Vantage Point Business Park,
Mitcheldean, Glos. GL17 0DD

Phone: 01594 372777 Email: admin@ticplus.org.uk Web Site: www.ticplus.org.uk

Job Pack

Job Pack: Executive Assistant

Thank you for your interest in working for TIC+. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About TIC+ and the Role
- Job Description/Person Specification

The closing date for applications is Friday 2nd September 2022

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

Interviews will be held on: Tuesday 13th September 2022

If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.

**Completed applications should be emailed to: hr@ticplus.org.uk
or sent by post to:**

Office 73, 4th floor, Building 7
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 0DD

Guidance Notes

Filling in the application form

- Please complete all parts of the application form. **(CVs will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- TIC+ does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Candidates with disabilities

TIC+ welcomes applications from candidates with disabilities. Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Safer Recruitment

TIC+ is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. You will be interviewed and assessed against the criteria set out in the job description and person specification. All employment offers are made subject to the following checks

- satisfactory references
- right to work check
- satisfactory health check

The declaration section of the application form must be completed. TIC+ is an organisation that provides services for children young people and families and operates a Safer Recruitment Policy. You will appreciate therefore, that TIC+ must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or

indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The post is covered by the Rehabilitation of Offenders Act 1974, therefore, only unspent convictions and cautions must be declared. Details of any criminal record should be submitted with your application form in a sealed envelope marked 'Confidential'. The information disclosed will not be kept with your application form during the application process.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about TIC+ please contact a member of our Human Resources Department 01594 372777 or email hr@ticplus.org.uk

Thank you for considering applying to TIC+

About TIC+

TIC+ is a charity established in 1993 serving Gloucestershire and surrounding areas. TIC+ reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling – online, remote (video & phone) and face-to-face for children and young people
- Anonymous online helpline for children and young people
- Counselling support for young people with eating difficulties
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals

TIC+ has a head office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

Our Ethos:

TIC+ is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."*

The Christian faith is not explicit in any of the services we provide. An outworking of our ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

Our Values:



Job Description

Job Title:	Executive Assistant to the Director of Clinical Services and the Head of Clinical Operations
Salary:	£28,314 per annum
Hours:	Full Time 37.5 hours a week. Hours can be delivered flexibly Monday – Friday between 8am and 6pm. Working from home optional 1 day a week.
Terms:	Permanent Contract. The role is subject to a six-month probationary period where your suitability for the role will be assessed.
Place of work:	The base for this role is Eastgate House, Eastgate Street, Gloucester, GL1 1PX. The post holder may also be expected to work across several sites in Gloucestershire including the Head Office in Mitcheldean GL17 0DD. Mileage will be paid for travel away from the base.
Responsible to:	Director of Clinical Services
Holiday:	5.6 weeks inclusive of public/bank holidays. In addition to this entitlement we also gift all employees the days between Christmas Eve and New Year's Day excluding Bank Holidays.

JOB SUMMARY

Due to recent growth this is a new post created to provide much needed professional executive support to the Director of Clinical Services and the Head of Clinical Operations.

The Executive Assistant will play a key role in promoting our vision, values and culture and will demonstrate a high degree of flexibility and commitment. They must possess excellent organisational, interpersonal, IT, and time management skills with a high standard of written and spoken English. The role requires an enhanced level of integrity and discretion for handling sensitive confidential data. The successful candidate will become a member of a vibrant, supportive team passionate about making a difference and improving outcomes for children, young people and families.

ROLE AND RESPONSIBILITIES

Executive Support

- Calendar and schedule management for the Director of Clinical Services and the Head of Clinical Operations
- To manage and review all incoming and outgoing correspondence, both paper and electronic, ensuring prioritisation and taking appropriate action.
- To draft correspondence, reports and papers as required, writing own responses to enquiries when appropriate.
- Scheduling and organising key 1-1s and senior management meetings; issuing agendas, taking minutes, ensuring action items are followed up

- Clinical Document Management - ensuring electronic filing system is organised logically and constantly up to date with latest policies, procedures and documents
- Updating monthly management information
- Organising external meetings and appointments, including booking and arranging venues, refreshments, travel, transport, accommodation etc.
- Coordination of the preparation of reports and presentation materials for funders, commissioners, schools etc.
- Coordination and administration of clinical staff recruitment
- Coordination and administration of clinical staff inductions

General duties

- Providing reception service for clients, parents and visitors
- Management of Gloucester offices including:
 - room bookings
 - venue inductions for new staff
 - managing car parking spaces
 - oversight of office cleaning and maintenance
 - general office administration and photocopying
- Liaison with Gloucester office landlord as required for:
 - maintenance etc.
 - arranging security cover
- Ensuring Health and Safety policies are adhered to at the Gloucester Office e.g. fire/lone working etc.
- To ensure that filing and data is kept in accordance with the TIC+ Information governance policy and associated retention schedules
- Organising events
- Oversee and monitor the office overhead budgets, liaising with suppliers and reviewing to ensure cost and service efficiencies

External Relationships:

The Executive Assistant will be responsible, with the TIC+ team, for establishing and maintaining caring, professional, ethical and effective working relationships with service users and professionals from a wide range of organisations including the statutory and voluntary sector.

Key Relationships

- Senior Leadership Teams
- Director of Clinical Services
- Head of Clinical Operations
- Clinical Advisor and Research Lead
- Team Leaders
- Service Development and Improvement Manager



	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to a minimum A Level standard • Level 2/3 business administration business support qualification (or significant relevant experience) 	<ul style="list-style-type: none"> • Business related qualification to Degree Level 	<ul style="list-style-type: none"> • Application Form • Certificates at interview
EXPERIENCE	<ul style="list-style-type: none"> • A minimum of three years' experience in a personal assistant post for a senior leader/executive which has a degree of responsibility • Experience of handling administrative work of considerable variety and prioritising under pressure • Experience of preparing agendas and writing minutes for senior level executives • Experience of improving processes 	<ul style="list-style-type: none"> • Project management experience 	<ul style="list-style-type: none"> • Application Form • Interview

	<p>and systems in an office environment</p> <ul style="list-style-type: none"> • Takes the initiative in solving problems and looks ahead and takes action to avoid problems • Communicates at all levels and across all disciplines with ease 		
SKILLS	<ul style="list-style-type: none"> • Strong presentation skills using PowerPoint • Fully conversant with the Microsoft Office suite being able to demonstrate advanced knowledge and understanding of the use of the programmes including Outlook, Word, Excel and PowerPoint to a high level • Excellent written and oral communication skills • Ability to produce reports • The ability to work under extreme pressure and deadlines • Organisation skills • Proven ability to develop working relationships with 		<ul style="list-style-type: none"> • Application Form • Interview • Presentation

	<p>relevant key people/bodies</p> <ul style="list-style-type: none"> • Ability to develop and operate within an agency's framework of policies and procedures 		
SPECIAL KNOWLEDGE	<ul style="list-style-type: none"> • An understanding of finance and planning 		<ul style="list-style-type: none"> • Application Form • Interview
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Willing to support the Christian ethos and the aims and objectives of the charity • Thorough attention to detail • To maintain appropriate confidentiality in all aspects of the duties required of the role. • Exercises integrity and judgment in dealing with privileged information or giving information or advice • Interacts with staff and others with respect for difference and diversity • Demonstrates a flexible approach to the ever-changing needs of the charity • Demonstrates resilience when responding to challenge, change and complex or difficult situations 		<ul style="list-style-type: none"> • Application Form • Interview

	<ul style="list-style-type: none"> • Have the ability to work on own initiative and regulate own workload • Able to model good self-care • Organised and reliable • Reflective capacity • Good interpersonal skills, and the ability to build strong collaborative, supportive working relationships 		
OTHER	<ul style="list-style-type: none"> • Driving license and vehicle access or an ability to travel to different TIC+ venues (if you have a medical condition which impacts on your ability to meet this condition, please highlight this and we can discuss options). <i>It is your responsibility to inform your insurance company that you use your car for work</i> 		<ul style="list-style-type: none"> • Interview • Application form