



Registered Charity Number: 1045429

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

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

Job Pack

Job Pack: Executive Assistant (EA) to the Chief Clinical Officer (CCO)

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 **Wednesday 29th May 2024 at 12pm**, however we will be reviewing and interviewing potential candidates through the application window.

TIC+ reserves the right to close this vacancy should the right candidate be identified.

Interviews will be held **13th June 2024**.

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

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

Completed applications should be sent to:

hr@ticplus.org.uk

Or by post:

HR Department
Office 73, 4th floor, Building 8
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.

Commitment to Inclusivity and Diversity

Here at TIC+ we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

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.

Keeping children, young people and families safe

TIC+ is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. We are 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 declaration section of the application form must be completed.

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.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service where applicable;
- satisfactory references
- right to work check
- satisfactory health check

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 and face-to-face for children and young people
- Family Counselling
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals
- Counselling Training courses

TIC+ has a main 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 Mission, Ethos and Values:

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."* John 10:10.

An outworking of our Christian 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 Detail

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| Job Title: | Executive Assistant (EA) to the Chief Clinical Officer (CCO) |
| Rate of pay: | Grade B, £29,581 - £30,459 FTE Dependant on Experience |
| Reports to: | Chief Clinical Officer (CCO) |
| Place of Work: | The base for this role is Eastgate House, Eastgate Street, Gloucester, GL1 1PX. The post holder will 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. |
| Hours of Work: | Part time - 30 hours a week over a minimum of four days. Hours can be delivered flexibly Monday – Friday between 8am and 6pm. Working from home optional 1 day a week. |
| Contract: | Permanent (subject to funding) |
| Holiday: | 5.6 weeks a year (inclusive of bank holidays) pro rata for part time employees. In addition to this entitlement, we also gift all employees the days between Christmas Day and New Year's Day excluding Bank Holidays. Additional holiday is accrued after one year's service up to a maximum of ten additional days. |
| Expenses: | Legitimate business expenses incurred as part of carrying out your job will be reimbursed. |
| Benefits: | <ul style="list-style-type: none">• Enrolment into a direct contribution pension scheme (3% employer contribution)• 20 days annual leave (excluding 8 public and bank holidays). In addition, the organisation closes between Christmas/New Year. Additional leave is awarded based on length of service up to a maximum of ten days, and this starts to accrue from day one of employment.• Up to three volunteering days per year• Enhanced company sick pay• Blue light discount card• Sight test |
| Terms: | There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed. |

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| Job Title: | Executive Assistant |
| Responsible to: | Chief Clinical Officer |
| Job Purpose: | This role provides much needed professional executive support to the Chief Clinical Officer. The Executive Assistant plays a key role in promoting our vision, values and culture and will demonstrate a high degree of flexibility and commitment. The post holder 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. |
| Main Duties: | <p><u>Executive Support</u></p> <ul style="list-style-type: none"> • Calendar and schedule management for the Chief Clinical Officer. • 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, updating action plan, ensuring action items are followed up etc. • 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. |

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| General duties | <p><u>General duties</u></p> <ul style="list-style-type: none">• Management of Gloucester offices including:<ul style="list-style-type: none">• room bookings• overseeing allocated parking• venue inductions for new staff• oversight of office cleaning and maintenance• ensuring milk tea coffee/washing up equipment/tea towels are replenished.• Liaison with Gloucester office landlord as required for:<ul style="list-style-type: none">▪ maintenance etc.▪ arranging security cover• Working in close liaison with the Head of Operations Development/Head of Clinical Operations will ensure 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.• Supporting the organisation of key events e.g. AGM, Summer Celebration |
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Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading 'desirable attributes' will also be useful. However, candidates who do not have these desirable attributes should not be deterred from submitting an application as relevant support/training can be made available for the right person.

| Selection Criteria | Method of Assessment | Essential | Desirable |
|---|---|-----------|-----------|
| 1 Training, Qualifications and Experience | | | |
| The successful candidate will have: | | | |
| 1.1 a minimum A Level standard (or suitable alternative) qualifications. | <ul style="list-style-type: none"> ▪ Application form ▪ Certificates at interview | ✓ | |
| 1.2 level 2/3 business administration business support qualification (or significant relevant experience). | <ul style="list-style-type: none"> ▪ Application form ▪ Certificates at interview | ✓ | |
| 1.3 business related qualification to Degree Level. | <ul style="list-style-type: none"> ▪ Application form ▪ Certificates at interview | | ✓ |
| 1.4 a minimum of three years' experience in a personal assistant post for a senior leader/executive which has a degree of responsibility. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 1.5 experience of handling administrative work of considerable variety and prioritising under pressure. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 1.6 experience of preparing agendas and writing minutes for meetings for senior level executives. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 1.7 experience of improving processes and systems in an office environment. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 1.8 the initiative in solving problems and looks ahead and takes action to avoid problems. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 1.9 the ability to communicate at all levels across all disciplines with ease. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 1.10 project management experience | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | | ✓ |
| 1.11 a full driving licence and access to a vehicle (or suitable alternative travel arrangements to travel to different TIC+ venues). | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 2 Knowledge | | | |
| The successful candidate will be able to demonstrate an awareness of: | | | |

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| 2.1 the General Data Protection Regulation GDPR and the principles of confidentiality and sharing information. | <ul style="list-style-type: none"> ▪Application form ▪Interview | | ✓ |
| 2.2 equal opportunities and anti-discrimination practices. | <ul style="list-style-type: none"> ▪Application form ▪Interview | ✓ | |
| 2.3 an understanding of finance planning | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | | ✓ |
| 3. Ability | | | |
| The successful candidate will be able to: | | | |
| 3.1 be fully conversant with the Microsoft Office suite and be able to demonstrate advanced knowledge and understanding of the use of the programmes including Outlook, Word, Excel and Power Point to a high level. | <ul style="list-style-type: none"> ▪Application form ▪Interview ▪Presentation | ✓ | |
| 3.2 demonstrate strong presentation skills using Power Point. | <ul style="list-style-type: none"> ▪Application form ▪Interview ▪Presentation | ✓ | |
| 3.3 the ability to produce reports. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview ▪ Presentation | ✓ | |
| 3.4 the ability to work under pressure and to deadlines. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview ▪ Presentation | ✓ | |
| 3.5 demonstrate the proven ability to develop working relationships with relevant key people/bodies. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview ▪ Presentation | ✓ | |
| 3.6 the ability to develop and operate within an agency's framework of policies and procedures. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview ▪ Presentation | ✓ | |
| 4. Communication Skills | | | |
| The successful candidate will be able to: | | | |
| 4.1 demonstrate an excellent level of written and verbal communication skills. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview ▪ Presentation | ✓ | |
| 4.2 deliver the role in line with TIC+ Values | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5. Personal Attributes | | | |
| The successful candidate will demonstrate: | | | |
| 5.1 a passion for the mission of the charity – “to improve, preserve and promote good mental | <ul style="list-style-type: none"> ▪ Application form | ✓ | |

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| health and wellbeing among children, young people and families.” | <ul style="list-style-type: none"> ▪ Interview | | |
| 5.2 a high level of attention to detail. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.3 a high level of confidentiality in all aspects of the duties required of the role. | <ul style="list-style-type: none"> ▪ Application form | ✓ | |
| 5.4 integrity and judgement in dealing with privileged information or giving information or advice. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.5 interaction with staff and others with respect for difference and diversity. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.6 a flexible approach to the ever-changing needs of the charity. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.7 resilience when responding to challenge, change and complex or difficult situations. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.8 the ability to both work independently and as part of a team | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.9 the ability to work on own initiative and regulate own workload. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.10 the ability to model good self-care. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.11 a reflective capacity. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |
| 5.12 good interpersonal skills and the ability to build strong collaborative, supportive working relationships. | <ul style="list-style-type: none"> ▪ Interview ▪ Application form | ✓ | |
| 6. Commitment | | | |
| The successful candidate should be able to demonstrate commitment to: | | | |
| 6.1 support the Christian ethos of the charity. | <ul style="list-style-type: none"> ▪ Application form | ✓ | |
| 6.2 To attend: <ul style="list-style-type: none"> • office Staff Team meetings on a regular basis. regular 1-1 sessions with your line manager. | <ul style="list-style-type: none"> ▪ Application form ▪ Interview | ✓ | |