



TURN2US
FIGHTING UK POVERTY

EXECUTIVE & FACILITIES SUPPORT OFFICER

CANDIDATE PACK



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WHAT WE DO



OUR VISION

No one in the UK should live in poverty.



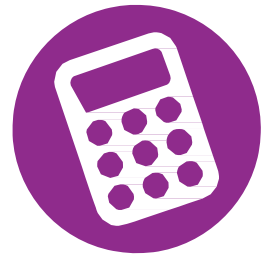
OUR MISSION

Turn2us is a national charity helping people when times get tough. We provide financial support to help people get back on track.



WHY WE EXIST

Any of our lives can be turned upside down as a result of an illness, job loss or relationship breakdown. We want to stop people being swept into poverty and give practical help to anyone already struggling to cope.



HOW WE WORK

We help people by:

Giving direct financial help through our own charitable grants

- Supporting people to increase their income through welfare benefits, charitable grants and other support
- Highlighting ways to reduce essential costs



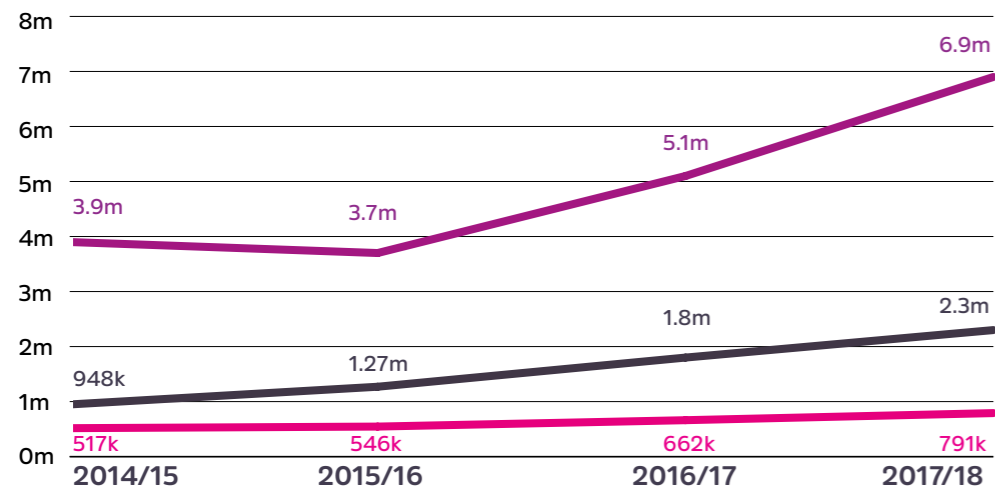
OUR OBJECTIVES

1. To give timely direct financial help to people in urgent need and to prevent a fall into deeper poverty
 2. To empower choice, dignity and hope by enabling people to access the help already available and creating new initiatives where gaps exist
 3. To inspire people and partnerships - by sharing the voices of people we help and our insight into poverty
 4. To ensure Turn2us remains a trusted, sustainable, learning organisation fit for the future
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OUR IMPACT

Getting help to people at the point at which they are at greatest risk of being pulled into poverty has steered Turn2us' strategic direction over recent years. While UK poverty shows little sign of improvement, our wide range of help has allowed us to support more people than ever before. In the 2017/18, we achieved:

- 📈 People visiting the Turn2us website for help
- 📄 Benefit Calculations to find which welfare benefits people may be entitled to
- 🔍 Grant Searches to find charitable funds people may be eligible for



📞 65k

Turn2us advisers handled 65,000 calls

💬 Almost 20,000

people accessed help via the new webchat service

GRANT GIVING

📦 3,598 grants awarded

💰 £4 million given in grants



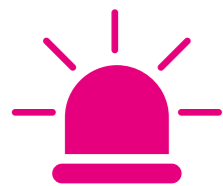
223 volunteers committing over 2,500 hours to helping others



2,359 staff and volunteers at charities and community organisations were trained to use our tools via workshops and presentations



2.9 million website visits from thousands of referrals including from: Gov.UK, Citizens Advice, Shelter, Money Advice Service, The Mix, Advice Now, Netmums, Carers Trust, StepChange, The Prince's Trust, The Mirror and the Bank Workers Charity



£671,000 from the new Response Fund (including) £286,000 to those affected by the Grenfell Tower fire

OUR VALUES



Turn2us has been fighting poverty since we were founded in 1897 by a pioneering 72 year old woman, Elizabeth Finn.

Poverty was very different then to what we deal with today but we believe it is still unacceptable.

Our values underpin our vision that no-one in the UK should live in poverty:

WE ARE COMPASSIONATE

We never forget that people are at the heart of everything we do.

WE ARE OPEN

We're proud of what we do and how we do it. We are candid about the facts and we acknowledge and learn from our mistakes.

WE ARE COLLABORATIVE

By working with others and combining their talent and experience with ours, we can achieve more.

WE ARE INNOVATIVE

We respond to what people need and we're always looking for new ways to make things better.

WE ARE DRIVEN

We are relentless in our fight against poverty. We will make a real difference to everyone we support.

JOB DESCRIPTION

Job title: Executive & Facilities Support Officer
Department: Chief Executive's Office
Reports to: Board Secretary
Location: Head Office, Hammersmith
Salary: £26,915, Permanent
Purpose of role: Executive Assistant to the CEO and Facilities Lead

You will be providing full administrative support to the CEO, including electronic diary management, organising CEO travel, managing and responding to incoming enquiries, and management of meetings. This role also provides a great opportunity to develop skills and knowledge in office and facilities management



Key responsibilities and accountabilities

1. Provide full administrative support to the CEO to enable them to carry out their job effectively.
2. Assist in the management of the head office facilities
3. Any other administrative duties as required.



Duties

1. Provide full PA support to the CEO to enable them to carry out their job effectively
 - Manage the CEO's electronic diary: arrange meetings and book meeting rooms.
 - Organise the CEO's travel arrangements, book and confirm reservations.
 - Draft and amend correspondence, reports and other administrative tasks.
 - Set up Board and subcommittee meeting rooms including catering and IT equipment.
 - Receive and transfer incoming enquiries in a helpful and courteous manner, take messages and pass on in a timely manner.
 - File management including daily filing, opening, closing, storage and retrieval.
 - Ensure confidentiality of all the charity's documentation and information.
 - Maintain contact with the charity's Royal Patron and Patron for Scotland appropriately (e.g. birthday messages, changes to the charity's work or structure, annual review and report).
 - Maintain a comprehensive database of key external contacts.
2. Assist in management of the charity's head office facilities
 - Liaise with the Building Management and other office supply & maintenance companies to provide a safe, comfortable and efficient working environment:
 - Make arrangements for minor office repairs and maintenance in a cost effective manner.
 - Manage all external contracts for the head office premises.
 - Manage the contracts and legal requirements register and keep it up to date.
 - Represent the charity on any user group or tenant committee relating to the head office building.
 - Maintain the Head Office Fixed Assets register.
 - Support the Health and Safety Manager to ensure operational compliance with all necessary Health & Safety standards and legislation (fire, legionella, asbestos etc.):
 - Arrange regular testing of electrical appliances (PAT testing) and fire systems.
 - Arrange regular emergency lighting and fire equipment testing.
 - Organise health and safety induction programme for new starters.
 - Monitor & refill first aid boxes and maintain accident report records.
 - Ensure the company has sufficient numbers of First Aiders and Fire Wardens, arrange their training and refresher training when required.
 - Complete and file accident reports

3. Other office management / administrative duties where required

- Undertake administrative support tasks for the senior management team.
- Manage the stock levels of kitchen and office supplies.
- Prepare mail and enclosures for dispatch; receive and sort incoming mail, collect mail and process outgoing mail.
- Communicate with all levels of staff to ensure smooth running of the office.
- Ensure tidy work area at all times.
- Undertake other administrative duties as required.

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the charity. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change. The post holder will be expected to ensure that their work complies with contractual terms and conditions, the Charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.



PERSON SPECIFICATION

Skills:

- Highly organised, able to proactively plan and prioritise work effectively.
- Excellent oral and written communication skills.
- Good interpersonal skills: able to establish and maintain excellent working relationships with internal and external stakeholders.
- Proficient in Microsoft Office suite (Outlook, Word, Excel and PowerPoint).
- Customer Relations Management.

Knowledge & Qualifications:

Desirable:

- Contract management.
- Workplace Safety: IOSH Managing Safely or NEBOSH qualification (or progress towards a qualification, or relevant experience).

Experience:

Required:

- Substantial experience working as a Personal or Executive Assistant to a CEO/senior executive.
- Demonstrated experience of travel arranging, diary management and email management.
- Office and facilities management.

Desirable:

- Experience or understanding of the voluntary sector.

Personal Attributes:

- Personal values reflect those of Turn2us: Compassionate, Open, Collaborative, Innovative, Driven
- Professional approach to work: display attention to detail and commitment to producing excellent standards of work.
- Resilience, good problem solving skills.
- Able to prioritise multiple tasks and deadlines.
- Initiative/self starter: able to operate independently.
- Be willing to suggest improvements or new ways of doing things.
- Be flexible with duties and job requirements

HOW TO APPLY



Please send your CV with a supporting statement detailing how you meet the person specification requirements (maximum length of the supporting statement should be 2 A4 pages) to: recruitment@turn2us.org.uk

This is a full time role but we welcome requests for flexible working arrangements .

The deadline for applications is 9pm on 25 July 2019.

Unfortunately we are unable to respond to applicants who have not been shortlisted.

Interviews: Week commencing 5 August 2019.

If you have any queries, you can contact Nicola Reynolds, Board Secretary, on: nicola.reynolds@turn2us.org.uk.

Turn2us is committed to equality of opportunity and diversity. We encourage and welcome applications from all parts of the community regardless of age, disability, sex, gender re-assignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.