

# Job Description

Job Title:	<b>Business Support Officer for the Consortium of Voluntary Adoption Agencies (CVAA)</b>
Responsible to:	Policy and Development Manager
Direct reports:	None

## Main purpose of the role

- To deliver and develop excellent services for all members of CVAA
- To provide executive support for the CEO
- To support the strong and effective governance of CVAA through the work of the Board and Trustees
- To provide corporate support and office management to the CVAA team

## Main duties

### 1. Services to members

- Offer a swift, warm and professional response to all contacts from members and the public
- Maintain membership and contact lists and compile regular newsletters
- Organise events
- Manage and develop the website to maximize its impact for members
- Provide support to CVAA's finance manager as required
- Monitor spend against budget in designated areas
- Work with the Practice Development Manager and Trustees to develop CVAA's membership services for the future and to consider their financial sustainability

### 2. Executive support to the CEO

- Provide executive support to the CEO when required, assisting in the preparation of documents, managing correspondence, diary organisation, travel arrangements, teleconference arrangements

### 3. Governance support

- Organise Board meetings, including agendas, attend meetings and take minutes and monitor follow-up actions
- Organise sub-committee meetings as required
- Support the Independent Chair in his/her duties
- Support the CEO in ensuring filing of all legal and regulatory documents (Charity Commission and Companies House), and compliance with all legal requirements
- Arrange the AGM including content, governance and voting arrangements, and provide support for the compilation of the Annual Report

### 4. Corporate support and office management

- Manage CVAA's relationship with its business services – e.g. IT, telephones, accommodation – and secure good value for money from these arrangements
- Make the office a pleasant place to be; support good communications across the team; provide ad-hoc support wherever required to support the team's objectives

# Person Specification

## Essential Attributes:

Educated to A level or above

Excellent customer service skills

Excellent interpersonal skills and the ability to listen and to communicate effectively and sensitively in writing and verbally – both directly and on the telephone

Excellent IT skills with competence in range of IT tools including Excel, Word, PowerPoint, databases, email

Demonstrating interest in the focus of the work within the adoption sector and ability to develop in-depth knowledge of key adoption issues

Ability to organise workload and work on own initiative, proactive and forward thinking, identifying priorities and meeting deadlines; ability to respond flexibly to the demands of the post

Understanding of the principles of good budget setting and control

Strong organisational management skills

Ability to work under pressure

Ability to maintain absolute confidentiality

Demonstrating enthusiasm, energy and creativity

Problem-solving ability and an interest in fixing things and making them work better

Willingness to travel for Board meetings and some other events, and very occasionally stay overnight