

JOB DESCRIPTION



JOB TITLE: Executive Assistant (Chief Information Officer)

REPORTS TO: Chief Information Officer

RESPONSIBLE FOR: No direct line management responsibility

Who are Accent?

We are Accent Housing, an organisation of over 500 colleagues managing approximately 21,700 Accent homes spread across England and supporting 43,000 customers and their families. We have been providing homes and housing services across the country since 1966 and we are passionate about what we do.

We believe that everyone has the right to a safe, secure and warm place to call home but we know that's not a reality that everyone has. As a UK housing association, our purpose is to change that by providing homes where they are most needed, helping to tackle the housing shortage by building new homes.

The Chief Information Officer (CIO)'s Directorate, has 3 teams; an IT Team, a Transformation Team and a Data Team. We are responsible for ensuring that the data, information and technology services needed by Accent to operate its essential daily services are Available, Secure, Trustworthy, Resilient and meet our customers expectations. Our customers are at the heart of our business and we design our services with our customers and for our customers.

We are a team, who lives and breathe our values – we are Smart, we are Driven, we are Caring and we are Inclusive – are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to improve the customer experience and make sure we keep to our promises, then you are the person we are looking for.

Come and join us and start your own journey with Accent. We aim to be number one, and you could help us get there.

Purpose:

As Executive Assistant to the Chief Information Officer (CIO), your role is to support the CIO and the Leadership Team, comprising the Director of Information Technology, the Head of Transformation and the Head of Data. Coordinating their meetings, travel and administrative requirements, you will be the critical liaison point between the CIO function and the other directors and business areas in the organisation. The work of the CIO Directorate can be highly sensitive and requires a very high level of discretion and confidentiality.

As an Executive Assistant, a summary of your role involves:

Responsibilities:

- Supporting the CIO and the CIO Leadership Team; comprising the Director of Information Technology, the Head of Transformation and the Head of Data.



- Facilitating management team meetings for the CIO Directorate, including agenda setting, assisting with preparation of reports, drafting minutes and taking notes as required.
- Providing a full PA service to the CIO and the CIO Leadership Team including the preparation of all correspondence, reports, statutory returns as required, ensuring all necessary deadlines are met.
- Undertaking diary management, travel arrangements, hotel accommodation and booking training courses as required, ensuring that the relevant budget guidelines are met.
- Setting an annual programme of directorate, team and 1:2:1 meetings within the Directorate and with external stakeholders and critical suppliers.
- Supporting the CIO Leadership Team in meeting their Corporate Governance Meeting responsibilities, administrating the production of briefing and decision papers, chasing responses to Actions and ensuring attendance.
- Monitoring and chasing progress against the Directorate's action plans agreed at the Management Team meetings.
- Monitoring the Directorate training plans with the CIO Leadership Team and setting up and tracking all Directorate wide training programmes.
- Assisting in the drafting and management of an annual plan for the Directorate.
- Managing the email system, particularly in periods where the CIO is absent, ensuring that messages are prioritised and that any urgent issues are flagged up immediately and actioned.
- Assist in the organisation of business meetings, events and lunches as required, utilising outside venues and caterers where appropriate.
- Assist in the coordination and administration of Webinars, allowing the CIO and CIO Leadership Team to brief technology matters to the whole organisation.
- Support the CIO Leadership Team in corporate credit card receipt management, and creating any purchase orders and processing of invoices that may be required.
- Undertaking any other reasonable duties as requested by the CIO and the CIO Leadership Team.

We want our people and our customers to be proud of the services and homes we provide and you have a key part to play in this.

What you'll bring:

We'll expect you to be part of the team and deliver your service in line with our values and behaviours



Our Values



Our Behaviours



The essential must haves:

- Experience of working in a role involving high level administration and organisational support to teams, or individuals at PA level
- High level communication and time management skills
- Attention to detail
- Ability to work to strict, and sometimes competing, deadlines
- Effective interpersonal and problem-solving skills
- Self-confident, assured and able to act on own initiative
- Experience of working independently and acting in a position of responsibility, discretion, and trust

The desirables:

- Experience of recording/minuting meetings and demonstrating speed, accuracy and business commercial awareness
- Experience of research, report writing and preparing presentations
- Experience of working in a customer service organisation
- Experience of arranging PR events
- RSA I & II or equivalent
- Microsoft packages including PowerPoint

The added extras:

- Occasional flexibility of working hours as necessary, to respond to workloads
- Access to a car as may be required to visit other offices



We all have our part to play

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety, and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: _____

Name: _____

Date: _____

