

POSITION TITLE: Communication and Administration Officer

DEPARTMENT: Executive Secretariat

DATE: April 2019

REPORTS TO: Executive Support Manager (CEO)

Organisational Vision:

An inclusive world in which all persons with disabilities enjoy their human rights and achieve their full potential.

Organisational Mission:

CBM is an international Christian development organisation, committed to improving the quality of life of persons with disabilities in the poorest countries of the world.

Purpose of Role:

Provide uplift to the CEO and Executive Secretariat by co-operatively managing Chief Executive Officer (CEO) and Chief Operating Officer (COO) travel, diaries, financial processing, document processing and document storage. Deliver value to the whole organisation through information management, internal communication and event management on behalf of the Executive Secretariat.

Level of Direction or Supervision:

This position reports directly to the Executive Support Manager and will work in close collaboration with the CEO, COO and other key administrative roles. Minimal supervision is expected.

Key Tasks and Priorities:

Key Areas of Responsibility	Key Tasks	Performance Indicators	Weighting Total= 100
Executive communications	<ul style="list-style-type: none"> • Manage whole of org communication platforms on behalf of the Executive Secretariat: <ul style="list-style-type: none"> ○ Intranet news centre and Executive Secretariat pages ○ CEO chat ○ whole of org emails ○ report sharing 	<ul style="list-style-type: none"> • Communications are timely and audience appropriate • Communications are accessible • Brand guidelines are followed 	35

Key Areas of Responsibility	Key Tasks	Performance Indicators	Weighting Total= 100
	<ul style="list-style-type: none"> • Proposed and develop internal communications pieces on behalf of the CEO, COO and Senior Management Team including news articles, emails, speaking notes and presentations • Work with key communications roles to ensure key messages are used effectively 		
Diary design and management	<ul style="list-style-type: none"> • Maintain CEO and COO diaries • Book meetings and appointments with staff and external stakeholders • Integrate CEO, COO, senior management and other stakeholder availabilities as required, tracking key meeting and event dates • RSVP on behalf of the CEO/COO to meetings/event invitations • Hold and adjust diary items according to priority • Protect CEO/COO white-space for project work and thinking space • Assist as required with CEO and/or COO preparation prior to meetings/events 	<ul style="list-style-type: none"> • Diary commitments are clear • Clashes are resolved ahead of time • Priorities items are held • Time is protected for white-space 	20
General administration	<ul style="list-style-type: none"> • Document storage management for Executive Secretariat • Report processing and distribution for CEO and COO • Support Policy document approval 	<ul style="list-style-type: none"> • Executive Secretariat electronic files are well organised • CEO and COO reporting deadlines are met 	40

Key Areas of Responsibility	Key Tasks	Performance Indicators	Weighting Total= 100
	<p>processing and formatting</p> <ul style="list-style-type: none"> • Meeting administration, minutes and actions capturing, papers distribution • Process credit card acquittals and reimbursements • Prepare purchase order requests for Executive Secretariat expenses • Collaborate with other administrators on ongoing system and administration projects, including participation with the Administration Working Group • Project administration for key Executive Secretariat projects, where agreed 	<ul style="list-style-type: none"> • Policy documents are correctly formatted • Policy Centre documents are up to date • Minutes, actions and papers are at a high quality • Financial processing is timely and accurately coded Administrative projects are supported and key relationships held • Other Executive Administrators report optimal alignment 	

Key Areas of Responsibility	Key Tasks	Performance Indicators	Weighting Total= 100
Event management and CEO Travel Administration	<ul style="list-style-type: none"> • Event coordination for agreed Executive Secretariat events (internal and external) • Organise venue hire, room set up, catering and any other logistics as required • Send out invitations and track RSVPs • Host international Executive Secretariat guests • Act as a central point of contact for CEO travel • Coordinate with CEO, Executive Support Manager Travel Coordinator and international colleagues to collect and distribute the correct travel information • Work with travel coordinator to book flights, accommodation and transportation that best suits the work/ employee need and designated budget • Make travel bookings and changes with short notice • Prepare travel briefing for CEO, and update CEO diary with all travel details 	<ul style="list-style-type: none"> • Events are kept to plan and budget • All events meet disability accessibility requirements • Any external guests feel welcome and nurtured • Appropriate coordination across the organisation with positive feedback received • CEO travel coordination is streamlined through one focal point • Sharing of information results in confident and safe travel • Arrangements are made in line with standard practice • CEO's travel requirements are met • CEO has clear understanding of planned travel 	5

SPECIFIC OUTCOMES REQUIRED

Executive Secretariat communications inform organisational awareness and understanding of key Senior Management / Executive Secretariat projects, decisions and priorities.

CEO and COO diaries are supported by anticipation of needs, quick response to changes and demonstrate clear priority alignment.
Unique CEO travel requirements are anticipated and met. CEO feels supported.
Executive Secretariat events meet budget, brief and participants provide positive feedback.
Policy document approval processes produce quality and timely reviews. Policy centre is up to date.
Participate with the Administrative Working Group to introduce and maintain coherent and effective administrative systems across the whole organisation, modelling good communication and well defined boundaries.
Provide generalist administrative support to the CEO, the COO and the Executive Support Manager as required, to generate uplift and release capacity within the Executive Secretariat.

KEY COMPETENCIES OF ROLE
Communication related qualification and previous experience delivering internal/executive communications is favourable.
Demonstrated ability write and format news articles, speaking notes, presentations, letters and emails for different audiences.
Ability to handle multiple tasks simultaneously in a fast-paced environment, set priorities, and work both independently and in a team environment
Demonstrated ability to work across different levels of business and provide a consistent and reliable service
Excellent planning, organisation and time management skills
Advanced Microsoft Office skill set
Demonstrated ability to manage complex diaries
Event management skills and experience managing events for 100+ people
Experience in meeting administration
Experience handling international travel (direct travel bookings not required)
Outstanding attention to detail
A willingness to contribute to the growth and development of CBM and its work

Job Evaluation		
Factor	Level	Score
Responsibility and Accountability		
Judgement and Decision Making		
Interaction and Influence		
Knowledge and Application of Creative and Technical Skill		
TOTAL		
Salary Grading		Grade

*Factor Level definitions and Salary Grading information can be found on the CBM Intranet.

Performance Planning and Review

Performance planning and reviews will be carried out every six months.

Signed

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<Manager>

Date

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Signed

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<Team Member>

Date

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