

Role Profile

Job title:	Executive Business Support Manager	Leader of others:	Potentially as role evolves
Reports to:	Chief Executive	Contract type:	Agile Homeworking*
Business Area:	Executive	Budget holder?	No

Job purpose

The Executive Business Support Manager plays a critical role in supporting and co-ordinating the running of the company and helping us to be successful for our customers. Acting as the right hand person to the Chief Executive and Executive Team, they will wear many different hats and work both behind the scenes (running the Executive Office) and in a highly visible role, co-ordinating and connecting people internally and externally.

The role holder will professionally organise the day-to-day admin and operation of the Exec Team, with a wide range of responsibilities – from drafting reports, creating presentations and communications, through to managing the time and diaries of the Chief Exec and other Exec Directors and working across the business to communicate key messages and co-ordinate the delivery of actions and special projects. No two days will be the same, but multi-tasking, pre-empting what's needed to help the senior team be their most efficient and seamlessly facilitating the smooth flow of communications will always be required! Flexibility is a two way street so this is not the role for someone who just wants to sit in an office and do their 9-5. The Executive Business Support Manager will act as a role model for our flexible working mantra and culture.

Key responsibilities

- Running the Chief Executive's (virtual) office – managing work diaries and arrangements for the CE and other Executives, resolving scheduling challenges, prioritising and co-ordinating appointments and travel and generally ensuring that their time is managed well. Trouble shooting and fixing issues as you go!
- Act as the eyes and ears of the team, flagging issues and making recommendations.
- Create and maintain information, meeting and communication management systems that enable the Executive Team to operate efficiently. Use technology to help streamline processes and continuously question and promote new ways of working.
- Planning meetings and keeping everything on track – making sure the right information, arrangements and plans are in place in advance.
- Taking ownership of Executive meeting agendas – thinking ahead and joining dots to make sure the right things are covered and time is spent in the right areas.
- Supporting the Chair of the YHL Board with any ad-hoc arrangements as needed.
- Representing the CE internally and externally as a true YH ambassador – drafting comms, fielding enquiries, liaising with external stakeholders, greeting visitors and flagging important and urgent actions.
- Capturing and following up on actions from business meetings and communicating decisions.
- Preparing a range of written communications – presentations, reports, succinct summaries of complex information, emails and briefings.

- Managing travel arrangements, attendance at external events, expenses and general admin as needed.
- Meeting visitors, supporting key internal and external meetings, and senior role recruitment and onboarding.
- Organising events and working with colleagues across the business to support the planning and management of colleague briefings, conferences etc.
- Carry out ad-hoc research, assist and take a lead on special projects and assignments on behalf of the Chief Executive.

What you'll bring to the role

The main things:

- You'll be an advanced communicator – that includes interpersonal and influencing skills, with the ability to quickly build rapport and develop strong working relationships as well as first-rate written communication skills and a knack for crafting engaging presentations, reports and briefings.
- Advanced administration and co-ordination skills are a must-have. You'll be a born organiser and problem solver who thrives on 'bringing order to chaos' with tenacity and attention to detail.
- Good IT skills are central to how you operate. You'll be strong on MS office and willing to learn about new technology to improve and automate how we work.
- Your ability to multi-task and adapt quickly to emerging situations will set you apart from the rest. And your initiative to identify things that add value and pre-empt what's needed will shine though.
- Discretion is your middle name. You'll be experienced and valued for your ability to handle confidential and sensitive information with the utmost professionalism.
- You'll have experience of small projects management and events management – you love a tick list and co-ordinating others to get things done!
- Perhaps most importantly, you'll share our love of making work fun. Your informal, 'can do' and positive outlook will help the team to navigate through the day.

It would be a bonus if you have:

- Experience of working directly for a Chief Executive in a medium to large organisation.
- Housing sector experience isn't required, but we are looking for a genuine passion for customer obsession!

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

**Agile Homeworking is part of our uniquely flexible approach to work at YH. We don't mandate how you do your job, or where you do it – you'll work around the needs of your customers and other colleagues. Our Agile Homeworkers are based from home, and work from our main hub in central Leeds or other spaces in Yorkshire as needed or just because you can!*