** JOB DESCRIPTION**

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| **Job title:** | **Executive Support Officer** |
| **Location:** | **Sudbury, full time in the Sudbury, Suffolk Office** |
| **Duration:** | **1 year initially with possibility of a further extension** |
| **Hours of work:** | **35 hours per week. Monday to Friday** |
| **Salary:** | **£23,500 - £26,000 depending on experience** |
| **Reports to:** | **Finance and Operations Lead** |
| **Responsible for:** | **N/A** |
| **Job Description last reviewed** | **29 September 2025** |

**Job Outline**

As the **Executive Support Officer,** you will provide an efficient frontline service to people contacting the charity by telephone, email, or in person.

You will be responsible for the smooth running of the Executive administration functions, supporting all staff and the administration of the organisation. Your daily duties will include monitoring inboxes for the organisation, receiving and sending post, photocopying, scanning, updating spreadsheets, arranging dairies/meetings and pipelines.

**Key Responsibilities**

* To support the administrative functions where required – including logging and banking of cheques and post.
* To act as the immediate point of contact for the Executive Team, providing support to the CEO/DCEO with items such as organising travel arrangements, meetings, mail merge of individual or large mail-outs, preparing labels, assistance with appeal letters and offering general support.
* To assist the Executive Project Lead in all administration functions.
* To support the governance functions of the charity where appropriate.
* To assist the Safeguarding Policy and Training Lead, monitoring the training inbox, sending holding responses to requests, as well as other training specific tasks.
* To assist the Fundraising Projects Officer with admin requirements, including creating and posting of letters, updating pipelines and spreadsheets, running reports and conducting mailouts on request.
* To maintain an overview of designated email boxes, ensuring emails are appropriately acknowledged and forwarding to a relevant staff member when necessary.
* To monitor external directories, ensuring that the charities information is up to date.
* To undertake bookings and administration of training events and conferences, assisting with promotion, booking venues, organising refreshments, creating documentation and attending events where required.
* To respond appropriately to telephone, written and email enquiries, ensuring an effective receptionist system, open and distribute post in conjunction with other staff members, and maintain own diary (making travel/booking arrangements as necessary).
* Organising the printing of charity leaflets, managing paperwork and updating systems with stock levels as required.
* To undertake miscellaneous office duties as necessary, including photocopying, booking couriers, greeting visitors and providing refreshments for meetings etc.
* To provide general admin support across the charity as required.

**General**

**The post holder will be:**

* Prepared to travel as required to events and conferences throughout England (and occasionally across the UK), which could include some unsocial hours.
* Expected to undertake other duties and responsibilities relevant to the nature, scope and grading of the post.
* Expected to promote the vision, aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the organisation.
* Aware that the duties and responsibilities highlighted in this job description may vary over time.

**Person Specification**

**Essential**

* A Levels or equivalent, as a minimum
* Strong organisation and planning skills – able to multi task across the charity
* Strong IT skills competent in Microsoft, SharePoint, Excel Forms and Teams.

**Experience**

* Experience of administration systems and office systems
* Experience of using spreadsheets and databases

**Skills and Abilities**

* Ability to work on own initiative
* Excellent time management skills
* Excellent verbal, written and presentation skills
* Excellent proof-reading skills
* Ability to work individually and as part of a team
* Ability to be flexible in response to changing needs

**Personal Qualities**

Ambitious, innovative, self-motivated. Able to show empathy for people experiencing elder abuse and their families. Trustworthy, confidential, patient and a good relationship builder. Enjoys working individually and as part of a team.