



# EXECUTIVE SUPPORT MANAGER

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A p p l i c a n t  
P a c k

At Simon Community NI, we believe that creating a positive, supportive, and empowering workplace is essential to achieving our mission of ending homelessness in Northern Ireland. We are delighted to be recognised as one of the UK's top employers, having earned the prestigious Great Place to Work certification for 2024.



We are particularly proud of our efforts to support women in the workplace and promote professional development for all our employees. We understand that your growth and wellbeing are critical to both your personal success and the success of our mission. That's why we invest in creating opportunities for learning, development,

and career progression, ensuring that you have the tools and support you need to thrive. By joining Simon Community NI, you'll be part of a dynamic, compassionate team dedicated to making a real impact. You'll find not just a job, but a place where your work matters, your ideas are valued, and your contributions help create a better future for those in need.



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# ABOUT **SIMON COMMUNITY**

Simon Community is Northern Ireland's leading homeless charity. We were established in 1971 and have a clear vision of creating a society where everyone has a place to call home.

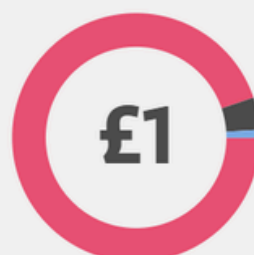
Our mission is simple, to end homelessness for those in need. Operating throughout Northern Ireland, we provide preventative services, temporary accommodation and specialised support services that address the unique challenges faced by individuals experiencing homelessness and we create pathways out of homelessness. Our aim is to not only provide immediate assistance but also long-term solutions that end the cycle of homelessness.

## How the money we receive helps people in Northern Ireland

For every £1 we receive 94.8p goes directly to front-line services and support, 4.2p goes towards generating funds and 1p is spent on governance.

- ▶ **Homelessness Prevention**
- ▶ **Emergency & Permanent Accommodation**
- ▶ **Young People Support Services**

## For every £1 we receive



- **94.8% Frontline Services**
- **4.2% Generating Funds**
- **1.0% Governance**



# WELCOME MESSAGE

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**Andrea McCooke**

*Director of HR & Organisational Development*

Thank you for considering Simon Community NI as the next step in your career journey. We are delighted that you are interested in joining our team, and we want to extend a warm welcome to you. At Simon Community, our mission is to end homelessness in Northern Ireland, and every role within our organisation plays a vital part in achieving this goal. We are proud of our workplace culture, where inclusivity, wellbeing, and professional development are at the forefront of everything we do. As the leading homelessness charity in Northern Ireland, we are committed to providing an environment where our employees can thrive both personally and professionally.

We understand that the recruitment process is an important experience, and we are dedicated to making it as smooth, transparent, and positive as possible. Our team is here to support you at every stage, and we encourage you to reach out with any questions or concerns you may have.

We are excited to learn more about you and your unique skills and experiences. We believe that every individual brings something valuable to the table, and we look forward to seeing how you could contribute to our mission.

Wishing you the best of luck in the recruitment process and hoping that you have a great experience with us.

# MEET OUR TEAM



**Jim Dennison**  
**CEO**

Jim Dennison has been Chief Executive of Simon Community NI since January 2014. Prior to this, Jim was Head of Operations at the Chartered Institute of Housing – a professional membership body supporting those who work in housing and homelessness. He holds an Honours Degree in Politics from the Queen's University of Belfast and a Post-Graduate Diploma in Regional and Local Development from the Dublin Institute of Technology.



**Áine Robinson**  
**Director of Finance & Business Support**

Áine was appointed as Director of Finance and Business Support in January 2020. Joining the Simon Community NI from Tourism NI, Áine held various Finance roles over the past seven years. Prior to this, Áine trained to be a Chartered Accountant with Goldblatt McGuigan in Belfast where she gained a variety of experience working with organisations across the public, private and voluntary sectors. Áine is a member of Chartered Accountants Ireland.



**Andrea McCooke**  
**Director of HR & Organisational Development**

Andrea joined the Simon Community NI as the Director of HR & OD in June 2021. For almost 25 years prior to this Andrea held several senior roles within the Local Government Sector leading HR, OD, Communications, Equality & Diversity and Customer Service Teams across several Councils in Northern Ireland.

Andrea holds a BA in Business Studies and a Post Graduate Diploma in Human Resource Management. She is also a Chartered Fellow of the CIPD and is an accredited CEDR Mediator.

# MEET OUR TEAM

## **Kirsten Hewitt**

### **Director of Homelessness Services**

Kirsten joined Simon Community Northern Ireland in January 2020 as the Director of Homelessness Services. With a BSc Hons in Psychology and an MPhil in Health Sciences Kirsten's previous roles have afforded opportunities for her to work in the voluntary and public sector, within Northern Ireland, the Republic of Ireland and London. Kirsten has focussed on project management, particularly in relation to large scale change projects, improved service delivery and the development of new services across previous roles she has held. Kirsten's commitment to working with people who are experiencing homelessness continues to be a drive and focus for her and the opportunity to work towards ending homelessness in Northern Ireland with Simon Community Northern Ireland is a privilege for her.



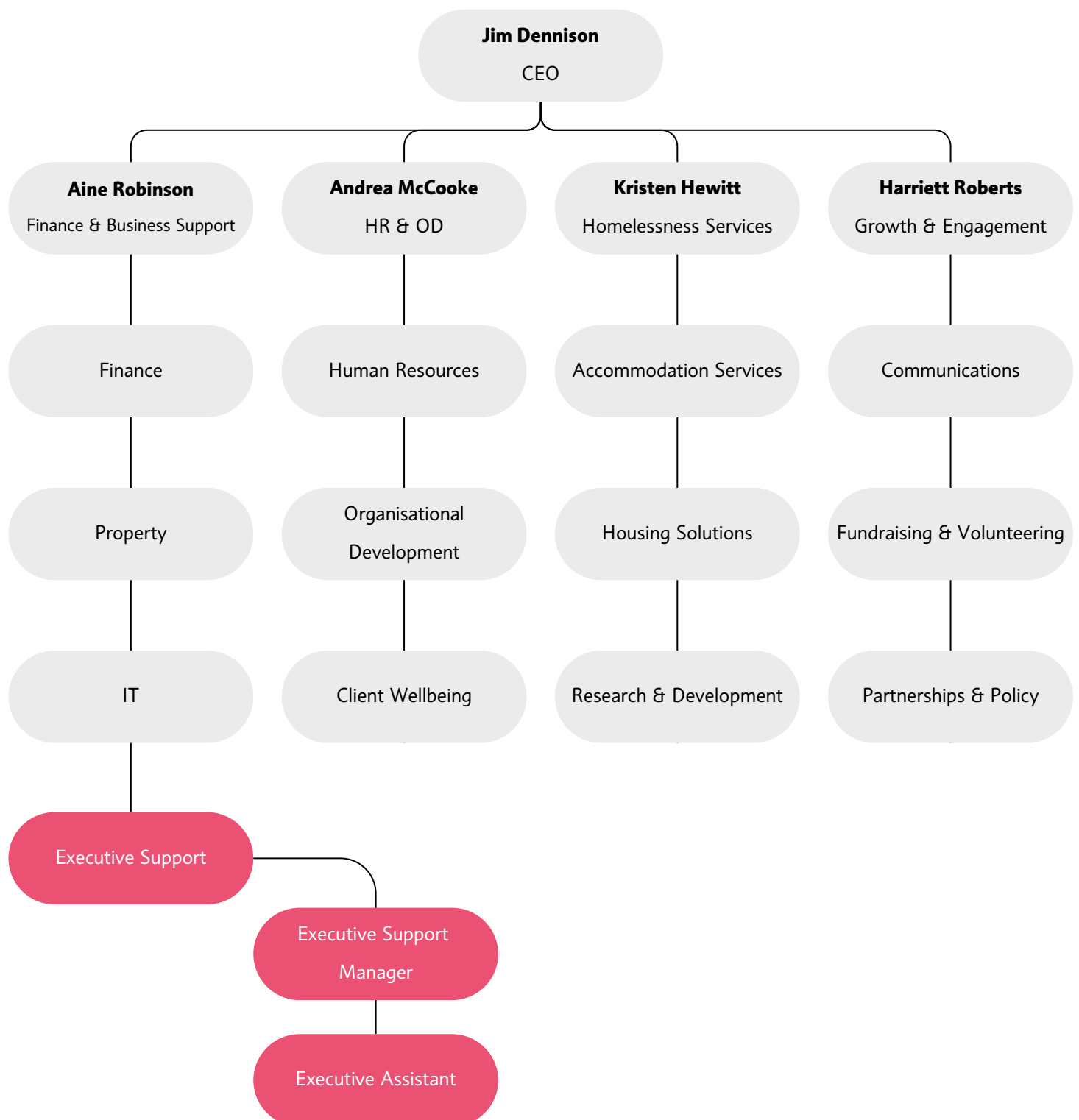
## **Harriett Roberts**

### **Director of Growth & Engagement**

Harriett brings a wealth of experience to her role at Simon Community, having previously served as the Director of Fundraising and Communications at Shelter Box, the Head of Fundraising and Communications at Tiny Tickers, and as a Regional Fundraising Manager at Oxfam. Her impressive career path has equipped her with the skills and knowledge needed to drive growth and engagement for our organization. With her background in fundraising and communications, combined with her passion for making a difference, Harriett is the ideal candidate to lead Simon Community NI's growth and engagement efforts.



# THE STRUCTURE





# OUR MISSION, VISION & VALUES

## MISSION

To end homelessness for people who need our help.

## VISION

A society where everyone has a home.

## VALUES

### Trustworthy



We are reliable, honest, and  
always act with integrity

### Non-Judgemental



We treat people with respect

### Determined



We will end homelessness



# OUR BENEFITS



## Private Healthcare

High-quality medical care with prompt consultations and comprehensive coverage through Benenden Health, plus access to 24/7 GP.



## Pension Scheme

Secure your financial future with our inclusive pension plan. Automatic enrollment means you can start saving for retirement with ease.



## Competitive Annual Salary

Our compensation packages are designed to reward your hard work and commitment, ensuring that you are fairly compensated for the vital contributions you make to our organisation.



## Occupational Sick Pay

This benefit ensures that you have financial security if you need to take time off due to health issues, allowing you to focus on recovery without added stress.



## Cash Back Health Scheme

Our Health Cash Back Scheme through Health Shield helps you manage costs by reimbursing you for everyday healthcare expenses, such as dental and optical, therapies, and well-being services.



## Family Leave

Enhanced maternity, paternity, and adoption leave to support you during important family moments.



## Death in Service Payment

We offer peace of mind with our death in service payment, which provides your family with a payment equal to twice your annual salary in the event of your passing.



## Generous Annual Leave Allowance

25 days per year, increasing by one additional day each year of service up to a maximum of 30 days. Additionally, receive 12 customary holidays to help you unwind and recharge.



## Compassionate Leave

We offer this leave to help you manage life's challenges with the understanding and flexibility you need.



## Growth & Success

We offer robust learning and development programs to help you excel in your role and advance in your career.

# JOB DESCRIPTION

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**JOB TITLE:** Executive Support Manager

**REPORTS TO:** Director of Finance & Business Support

**SALARY:** Grade 5, Points 44 – 48, £43,684 - £47,512

**DEPARTMENT:** Executive Support Team

**LOCATION:** Central Office, Belfast City Centre

**HOURS OF WORK:** 35 hours per week, mainly Monday to Friday.

A hybrid working system is in place.

## JOB PURPOSE

The Executive Support Manager is responsible for ensuring the efficient management of the Chief Executive's office and providing high-level administrative support to the Senior Management Team, Board, and Committees. This role demands discretion, professionalism, and confidentiality in handling sensitive information. The Executive Support Manager plays a critical role in driving organisational strategy, managing risks, and monitoring performance metrics to ensure alignment with the organisation's strategic vision. This role involves leading the Executive Support Team, overseeing governance compliance, and fostering a culture of continuous improvement and service excellence.



## **MAIN RESPONSIBILITIES**

### **Strategic Leadership and Organisational Impact:**

- Lead the Executive Support function, ensuring seamless operations and proactive support for the Senior Management Team.
- Collaborate with the Senior Management Team to develop, deliver and monitor strategic plans, organisational objectives, and key performance indicators (KPIs).
- Align administrative functions with the overall strategic vision, driving innovation and efficiency.
- Monitor and report on organisational action plans, strategy objectives, and performance metrics to ensure goals are met.

### **Executive and Governance Support:**

- Provide value added administrative support to the CEO, Senior Management Team, Board, and Committees, ensuring effective governance practices.
- Ensure effective management and servicing of meetings, ensuring the production of accurate agendas, reports, and minutes.
- Management of workflow, reading, researching, and routing correspondence, drafting letters and documents, collating and analysing information; monitoring and interpreting incoming documents and requests, filtering content, and preparing responses for review and approval.
- Liaising with and assisting all external Board members.
- Acting as an interface between the CEO / Chair in relation to stakeholders, customers and all external parties.
- Management of the executive secretarial team in their supporting role to Simon Community Directors.
- Direct and daily interaction with the full Leadership Team and business wide Senior Managers.



## **MAIN RESPONSIBILITIES**

### **Risk Management:**

- Identify and manage potential risks related to administrative functions, proposing and implementing strategies to mitigate them.
- Collaborate with the Director of Finance and Business Support to maintain and update the organisational risk register and drive the implementation of the risk management system.

### **Diary and Event Management:**

- Oversee diary management for the CEO, Senior Management Team and Board, ensuring efficient scheduling of meetings, appointments, travel, and events.
- As required maintaining Chair diary, planning and scheduling meetings, conferences, and travel.
- Manage the planning and organisation of high-level events, including conferences, workshops, and social events, ensuring all details are managed effectively.
- Coordinate logistics for events, liaising with external vendors and service providers to ensure high-quality delivery.
- Collaborate with the Growth and Engagement Directorate to ensure adequate CEO and Senior Management Team attendance and representation at external and internal events.

### **Relationship Management and Stakeholder Engagement:**

- Build and maintain effective relationships with internal and external stakeholders, including colleagues, senior managers, Board members, and patrons.
- Act as a liaison between senior executives and various stakeholders, ensuring effective communication and engagement.
- Support external engagement activities, including liaison with government agencies, MLAs, and the public.

### **Communication and Information Management:**

- Manage communications to and from the CEO and Senior Management Team ensuring timely and accurate processing.
- Collaborate with the Public Affairs and Policy Manager to handle press communications and inquiries, coordinating with relevant parties as needed.

## **MAIN RESPONSIBILITIES**

- Maintain a robust records management system in line with organisational policies and statutory requirements.
- Ensure all administrative practices comply with GDPR regulations, maintaining the highest standards of data privacy and security.

### **Quality Assurance and Continuous Improvement:**

- Ensure high-quality documentation for all meetings and governance activities, working with staff to maintain required standards.
- Keep the Senior Management Team informed of good governance practices and coordinate Audit & Risk Action Plans.
- Support the implementation of corrective actions from audits and reviews.
- Lead and participate in continuous improvement initiatives to promote service excellence and operational efficiency.

### **Financial and Resource Management:**

- Oversee the collation and distribution of financial information for the SMT, ensuring accuracy and timeliness.
- Ensure accurate processing of relevant invoices in accordance with organisational financial procedures.
- Manage administrative resources and supplies for the Central Office, ensuring efficient use of resources.

### **Technology Integration:**

- Stay informed about technological advancements and recommend tools or systems that enhance executive productivity and efficiency.
- Coordinate the integration of new technologies into administrative processes to improve efficiency and effectiveness.

### **People Management:**

- Line manage the Executive Assistant, providing guidance, support, and performance management.
- Foster a collaborative, professional, and high-performance environment within the Executive Support Team.
- Promote the corporate values and culture of the organisation, encouraging professional development and continuous learning.

## **MAIN RESPONSIBILITIES**

### **Policy Development and Implementation:**

- Work with the Senior Management Team to develop and coordinate the implementation of the Policy Review Schedule, ensuring policies are up-to-date and aligned with strategic objectives.
- Ensure administrative practices support the overall strategic direction of the organisation.

### **Corporate Governance:**

- Oversee the implementation of the administrative compliance requirements for Simon Community and its subsidiary, Creating Homes. This will include ensuring timely filings and adherence to regulations set by Companies House and the Charity Commission.
- Facilitate Board development programmes to enhance governance practices. Organise training sessions, workshops, and retreats to ensure Board members are well-informed and engaged.
- Ensure all governance documentation, including policies, are regularly updated and easily accessible.
- Support the functioning of Board committees by providing administrative assistance, preparing documentation, and ensuring follow-up on action items.
- Maintain up-to-date knowledge of relevant regulatory changes and ensure the organisation's governance practices are in compliance with all statutory requirements.
- Prepare governance reports to the Board, highlighting key issues, compliance status, and areas for improvement.
- Facilitate communication between the Board, Senior Management Team and other stakeholders to ensure transparency and accountability in governance processes.
- Coordinate with the Audit and Risk Committee to ensure thorough review and follow-up on audit findings and risk management strategies.

### **Other Duties:**

- Perform additional duties as required, consistent with the responsibilities of the role and the overall strategic vision of the organisation.

# PERSON SPECIFICATION

## **ESSENTIAL CRITERIA**

Degree in Business Administration, Management, or a related field *and* 3 years' experience as a PA or Executive Assistant, supporting Executives/Board/Committees.

## **OR**

5 years' experience as a PA or Executive Assistant, supporting Executives/Board/Committees.

## **AND**

Proven track record of managing complex diaries and coordinating high-profile meetings and events.

Experience in project management and handling confidential information.

## **DESIRABLE CRITERIA**

Additional qualifications in administration or secretarial studies (e.g., PA or Executive Assistant certifications)

Line management experience





# PERSON SPECIFICATION

## **SKILLS, ABILITIES & KNOWLEDGE**

Demonstrate exceptional administrative and organisational skills with proficiency in Microsoft Office Suite and strong document management capabilities.

Highly proficient in the use and development of technology to streamline processes, optimise workflows, and ensure the highest standard of administrative support service.

Exhibit outstanding communication and interpersonal skills, including a proven track record of professional interaction with senior executives, board members, clients, and stakeholders.

Demonstrate strong analytical and problem-solving abilities, including experience in research, data analysis, and independent decision-making. Maintain confidentiality with discretion and the ability to remain composed under pressure.

Proactivity, including anticipating needs, managing multiple tasks, and using digital tools for effective communication and project management.



# THE RECRUITMENT PROCESS

We are delighted that you are considering joining our team at Simon Community. To help you navigate the recruitment process, we've outlined the key steps and provided a timeline so you know what to expect.

## **Recruitment Timetable**

Job Opens: 5th September 2024

Job Closes: 16th September 2024 at 12pm

Shortlisting: 20th September 2024

Interviews: 25th & 27th September 2024

You can find the application form on our [Careers page](#) or on [GetGotJobs](#). We encourage you to review the job description carefully and submit your application as soon as possible.

We are committed to ensuring a fair and transparent recruitment process. Our team is here to support you at every stage, and we aim to keep you informed and engaged throughout.

If you have any questions about the process or need assistance, please don't hesitate to reach out to our HR team at [recruit@simoncommunity.org](mailto:recruit@simoncommunity.org).

Thank you again for your interest in joining Simon Community NI. We look forward to reviewing your application and wish you the best of luck throughout the recruitment process.

# GET IN TOUCH

We're here to help! Whether you have questions about our services, need assistance with the recruitment process, or want to learn more about how you can support our mission, our team at Simon Community NI is ready to assist you. Please reach out to us using the contact information below, and we'll get back to you as soon as possible. We look forward to hearing from you!

## CONTACT US:



028 9023 2882



[simoncommunity.org](https://simoncommunity.org)



[info@simoncommunity.org](mailto:info@simoncommunity.org)

