

Job Description

Job Title	Executive Business Support Officer
Function	Enabling
Department/Team	Executive Business Support Team
Reports to	Lead Executive Business Support Team
Direct Reports	None
Dimensions (budget, people span of control)	N/A
DBS Check Level Required	Basic
Grade/Job Evaluation Level	Core/Coordination/Ind Contributor C
Salary Banding	£28690-£34730
Created/Reviewed date	30/06/26

You will be working for

(Description of Waythrough and specifics of Service/Function/Office)

The role sits within the Executive Business Support team, supporting the Executive Directors and Board of Trustees.

Purpose of the Role

The Executive Business Support Officer plays a pivotal role in enabling senior leadership effectiveness by providing comprehensive strategic, operational, and administrative support to the **Executive Team and Board of Trustees**.

Acting as a trusted partner, the role ensures the smooth running of executive priorities while maintaining the highest standards of professionalism, discretion, and efficiency.

Executive Business Support Officers are each allocated one or more Executive Director (s) to provide high quality business support to.

They also provide support to allocated Board committee meetings and Executive led high level governance and leadership meetings.

Key Accountabilities

(List of accountabilities specific to this role)

- **Executive Diary and Calendar Management:** Proactively manage complex calendars, coordinate appointments, schedule meetings, and oversee correspondence to ensure optimal use of executive time and alignment with business priorities.
- **Executive Correspondence Management:** Proactively manage and monitor Executive Directors' inboxes, assessing and prioritising communications, identifying actions requiring attention, and ensuring effective follow-up through structured action tracking and task management.
- **Strategic Executive Support:** Provide high-level support to Executive Directors across key areas of responsibility, taking ownership of allocated workstreams, coordinating activities, tracking deliverables, and ensuring timely execution of priorities in alignment with organisational objectives.
- **Stakeholder Engagement and Communication:** Serve as a key liaison between executives, Board of Trustees, internal teams, and external stakeholders, facilitating effective communication, managing relationships.
- **Strategic Administrative Support:** support with the development and production of high-quality reports, presentations, briefing papers, and board-level materials. Conduct research, analyse information, and provide support for strategic initiatives, projects, and business objectives as requested.



- **Travel and Logistics Coordination:** Manage end-to-end business travel arrangements, including itineraries for service visits and events, accommodation, transportation, and contingency planning to ensure seamless business travel experiences. Manage the budget/expenditure for these.
- **Event and Meeting Management:** Lead the planning and coordination of Board Committees and Executive led meetings (high level internal governance) and other meetings, conferences, workshops, and corporate events.

Ensuring all logistical, operational, and governance requirements are delivered to a high standard. This will include scheduling, and planning meetings, managing the related paperwork, preparing relevant materials, taking effective minutes and distributing these in a timely manner, and other required administrative tasks.

- **Financial and Budget Support:** Monitor and track expenses, support budget planning activities, and maintain accurate financial records in line with organisational policies and procedures.
- **Priority and Time Management:** Coordinate competing demands, manage multiple priorities in a fast-paced environment, and ensure critical deadlines and deliverables are achieved efficiently.
- **Confidentiality and Governance:** Handle highly sensitive and confidential information with absolute discretion, demonstrating sound judgement and upholding organisational governance, compliance, and professional standards.
- **Provide cover** and additional support to the PA to the Chief Executive and Lead Executive Business Support Officer as required, including deputising in their absence and covering meetings.

General Accountabilities

(List of accountabilities applicable to all roles)

- In support of Executive Team and Board of Trustees, liaise with frontline staff and service users as appropriate.
- Represent the Executive Business Support Team and Waythrough at internal and external meetings, as appropriate.
- Undertake continuing professional development including participating in regular one to ones, Anniversary Reviews, and attending training as/when required.



- Work in accordance with all relevant legislation, policies, procedures and guidelines – both internal and external.
- Keep abreast of policy and professional development within your area of professional expertise.
- To promote, adhere to and live our workplace values of Kindness, Courage & Respect.

Additional Information

This role is an integral support function to enhance Waythrough's Executive team effectiveness, driving operational efficiency, and enabling Senior leaders to focus on strategic priorities.

Through proactive management, strong stakeholder engagement, and exceptional organisational skills, the Executive Business Support Officer contributes directly to the successful delivery of business objectives and organisational outcomes.

Values and Competencies

Our Values

- **Kindness** - Be generous, caring and compassionate
- **Courage** - Be bold, trust, commit
- **Respect** - Everyone deserves dignity

Our Competencies



Person Specification

Qualifications	Essential or Desirable
Minimum NVQ Level 3 in Business Administration (or relevant subject or equivalent experience).	Essential

Skills	Essential or Desirable
Proven knowledge of Microsoft 365 Office programmes.	Essential
Excellent customer service impact and ability to build strong relationships.	Essential
Able to maintain confidentiality and use appropriate discretion to manage sensitive issues and information.	Essential

Experience	Essential or Desirable
Proven experience of providing support to senior management at Board, Executive and Directors level.	Essential
Able to demonstrate experience of supporting a variety of meetings and committees and able to record effective minutes.	Essential

