

Job Title:

Executive Support Officer

Reporting to:

Chief Executive Officer / Chief Ambulance Officer

Job Purpose:

The Executive Support Officer provides expert, high-level support to the Chief Executive Officer (CEO) as their principal aide in coordinating and delivering the Service's strategic and organisational priorities. The role ensures that the CEO and Senior Leadership Team (SLT) remain coordinated, informed, and accountable for progress against strategic objectives, key programmes, and corporate deliverables.

As the designated Company Secretary, the postholder ensures the Service meets all statutory and governance obligations, including preparation and / or coordination of Board and Committee papers, accurate minute-taking, and submission of required filings to the Guernsey Registry. They serve as the central point of corporate governance assurance, supporting the CEO and Board in maintaining transparent, compliant, and effective company systems.

The role provides alignment and assurance, ensuring that information flows efficiently, actions are tracked, and progress against agreed-upon objectives and workstreams are visible and well-governed. The postholder maintains oversight of SLT commitments and compliance with service objectives, ensuring that agreed priorities remain on track and issues are escalated appropriately. While the role supports and enables effective performance, accountability for delivery rests with individual SLT members. The postholder takes ownership of organisation-wide coordination that supports the SLT and CEO in delivering a seamless and professional service to internal and external stakeholders.

In addition to providing high-quality executive and corporate governance support, the postholder holds delegated responsibility for ensuring that the organisation operates within a robust framework of company compliance and good governance. This includes acting as the organisation's nominated Data Protection Officer (DPO), ensuring that data protection legislation and information governance standards are effectively implemented and maintained. The postholder will access external specialist advice where required to fulfil statutory duties, assuring the CEO and Board that regulatory obligations are met.

The position demands sound judgement, integrity, and the ability to manage complex workloads while maintaining the highest standards of confidentiality and accuracy. Reliability, discretion, and professionalism are essential, as is the ability to anticipate needs, build strong relationships across the organisation, and engage effectively with internal and external partners — including the St John Charity CEO, the Governments of Guernsey, Alderney, and Sark, the Governor and Bailiff's Offices, NHS Ambulance Trusts, St John International, St John England, the Association of Ambulance Chief Executives, and other professional bodies.

The postholder will also work closely with the HR, Finance, and Administration teams as required, fostering effective communication, alignment, and coordination across these functions to enhance organisational capability, strengthen governance, and support delivery of the Service's overall strategic objectives.

KEY RESPONSIBILITIES

- Coordinate and assure the effective management of Board, Committee, and Executive meetings, including preparation and distribution of papers, accurate minute-taking, and timely follow-up of actions.
- Maintain the organisational governance calendar, ensuring all reporting, compliance, and regulatory deadlines are met.
- Manage statutory obligations, including filings, annual returns, and legal documentation with the Guernsey Registry.
- Act as the organisation's nominated Data Protection Officer (DPO), ensuring compliance with data protection and information governance standards, and seeking external specialist support when required.
- Maintain comprehensive and up-to-date records of Non-Executive Directors (NEDs) to support legal, governance, and administrative compliance.
- Support the CEO in monitoring strategic deliverables, ensuring alignment across Senior Leadership Team (SLT) portfolios.
- Maintain centralised trackers for organisational projects, actions, and milestones, providing assurance and identifying risks or delays.
- Manage policy registers, risk logs, and key performance dashboards, ensuring senior visibility of emerging issues.
- Lead coordination of corporate planning, strategic reporting, and compliance submissions to Health & Social Care and the Client Management Group.
- Ensure systems exist for managing information requests, freedom of information compliance, and data protection reporting.
- Support inter-agency collaboration with NHS Ambulance Trusts, professional bodies, and St John organisations.
- Support, and continuously improve governance, risk, and office management systems.
- Act as the central point of communication from the CEO's Office to staff and volunteers, ensuring clarity, consistency, and transparency.
- Establish and monitor a policy compliance database and traffic-light review system.
- Foster a culture of openness, learning, and continuous improvement that reflects the shared vision and values of the Service.

Professional Responsibilities

- Provide comprehensive professional and administrative support to the CEO, ensuring efficient diary management and prioritisation of commitments.
- Prepare high-quality correspondence, reports, and presentations that reflect the Service's strategic objectives.
- Represent the CEO and the Service at meetings, forums, or partnerships where delegated.
- Act as Company Secretary, supporting the Chair and CEO in all matters relating to Board governance and corporate compliance.
- Ensure corporate documentation, registers, and filings are accurate, complete, and up to date.
- Support the Chair and CEO to ensure the Board complies with its constitution, standing orders, and good governance principles.
- Support NED recruitment, induction, and development in collaboration with the CEO and Chair.
- Maintain an overview of corporate risk management and policy assurance, escalating significant risks where necessary.
- Manage relationships with internal and external stakeholders with professionalism, diplomacy, and discretion.
- Support internal working groups such as the Health and Wellbeing Group and oversee staff and volunteer recognition, awards, and support the CEO with honours nominations.

Managerial / Organisational Responsibilities

- Provide leadership and day-to-day management of the Executive Office function, fostering a culture of professionalism and accountability.
- Apply HR policies consistently across the SLT, including the coordination of 1:1 / appraisal meetings, annual leave, and on-call rostering.
- The postholder will also ensure that an up-to-date organisational structure and a comprehensive record of Board and Executive Directors' skills and experience are maintained to support effective governance. Ensure robust cover arrangements for the Executive Office during periods of absence or increased demand.

- Act as the initial single point of contact for key support and supplier stakeholders — including insurers, telecommunications providers, and IT partners — overseeing associated service level agreements (SLAs), contracts, and performance standards to ensure effective and reliable service delivery.

Governance, Confidentiality and Risk

- Maintain strict confidentiality and adhere to all data protection and information governance requirements.
- Ensure governance arrangements remain compliant with statutory obligations and best practice.
- Support the CEO in the strategic oversight of corporate risk, ensuring that significant risks, incidents, and compliance matters are appropriately escalated, monitored, and addressed through effective governance and assurance processes. This oversight encompasses the most material risks arising from within the Service or through external system partnerships and interdependencies, as formally brought to the CEO via the Senior Leadership Team and other key stakeholders, ensuring alignment with organisational priorities, resilience objectives, and regulatory expectations.
- The postholder will support the CEO in commissioning, coordinating, and overseeing internal or external audits, independent assurance exercises, and targeted governance reviews that sit outside the remit of the Senior Leadership Team. They will ensure that such work is delivered to a high professional standard, with timely implementation and follow-up of recommendations to provide assurance to the CEO and Board, and to strengthen governance, accountability, and organisational resilience.

Health, Safety and Security

- Safeguard the welfare and safety of service users, colleagues, and self in accordance with the Health and Safety at Work (General Ordinance) Guernsey 1987.
- Identify and manage risks associated with work activities and assist others in managing risk effectively.
- Promote and model best practice in health, safety, and infection control.
- Maintain safe and compliant working environments.

Service Improvement

- Identify and evaluate opportunities for service improvement and innovation.
- Support transformation and digital development projects across the Service.
- Support the CEO in ensuring that members of the Senior Leadership Team maintain progress against their agreed project objectives and strategic commitments, providing coordination, oversight and progress updates against delivery outcomes. gage openly with stakeholders on values, direction, and strategy, embedding the Service's vision and culture throughout the organisation.

Quality and Audit

- Ensure all work aligns with established governance frameworks.
- Manage workload effectively, prioritising to meet deadlines and competing demands.
- Maintain compliance with all Service policies and procedures.
- Promote best practice and evidence-based standards in all activities.
- Use organisational information systems securely and appropriately.
- Prepare and present accurate data, reports, and documentation as required.

YOU WILL

- Ensure the safeguarding of children and vulnerable adults in the course of their daily duties and they must be aware of the specific duties relating to their role and the reporting requirements for safeguarding;
- The post holder has a responsibility to ensure that the Service's Health and Safety policies and procedures are complied with to maintain a safe working environment for their team, patients, visitors and employees. All employees have a duty to protect their own health and safety and that of other persons who may be affected by their acts or omissions.
- All individuals have a responsibility to highlight any potentially discriminatory practice to their Line Manager, Duty Officer, Human Resources, Senior Officer or Union Representative. The Service recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, age, sexual or disability discrimination, to promote equality of opportunity and good relations between employees and clients of differing groups;
- The Service is committed to supporting the development of all employees. All employees have a responsibility to participate in regular 1:2:1 meetings with their line manager. As part of the development review process employees have joint responsibility with their line manager to identify any learning and development needs in order to meet agreed performance standards;
- Uphold the Service's Code of Conduct, demonstrating the highest standards of professionalism, integrity, and respect. The postholder will promote these values through their own conduct and by fostering a culture of accountability and ethical behaviour across their team and the wider organisation.

This job description is a broad outline only, allowing for scope, development and job satisfaction. A review of the portfolio of responsibilities may take place at any time, but specifically at yearly intervals.

Person Specification – Executive Support Officer

This is a specification of the essential and desirable requirements to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Degree in a related field or proven equivalent professional experience in executive or business administration.	✓	
Postgraduate or professional qualification in business administration, corporate governance, or management (e.g. ILM, CMI, ICOSA)		✓
Evidence of continuous professional development relevant to governance, leadership, or executive support.	✓	
Evidence of continuous professional development relevant to governance, leadership, or executive support.		✓
Project management (prince2, APM, PMI)		✓
Qualification or training in Data Protection and Information Governance (e.g. GDPR Practitioner or equivalent).		✓
Formal training or certification in Microsoft Office 365 or equivalent digital productivity tools and co-pilot	✓	
Experience		
Having held the office of company secretary in a public or private company for at least 3 of the previous 5 years.	✓	
Significant experience providing executive-level support to a Chief Executive, Board, or Senior Leadership Team within a complex or regulated organisation.	✓	
Proven experience of Board and Committee governance, including preparing agendas, taking accurate minutes, and tracking actions.	✓	
Experience in corporate or information governance, including handling confidential information and maintaining compliance standards.	✓	
Demonstrable experience in coordinating cross-organisational projects, maintaining progress tracking, and reporting on outcomes.	✓	
Experience of managing relationships with senior internal and external stakeholders, including regulators, government departments, and partner agencies.		✓
Experience in preparing high-quality reports, presentations, and correspondence for executive and external audiences.		✓
Previous experience acting as a Company Secretary or supporting corporate governance at Board level.	✓	
Experience acting as or supporting a Data Protection Officer (DPO) function.		✓
Experience working within a healthcare, emergency services, or charitable organisation.		✓
Experience supporting or contributing to service improvement or transformation programmes.		✓
Skills, knowledge and abilities		
Excellent written and verbal communication skills, with the ability to draft and edit documents to publication standard.	✓	
Strong organisational and planning skills, with the ability to manage multiple priorities and meet tight deadlines.	✓	
Sound understanding of corporate and information governance frameworks.	✓	
High level of digital literacy, including advanced proficiency in Microsoft Word, Excel, PowerPoint, Teams, CoPilot and SharePoint.	✓	
Ability to maintain confidentiality and discretion when handling sensitive matters.	✓	

Strong analytical and problem-solving skills, with attention to accuracy and detail.	✓	
Ability to work autonomously, exercising judgement, initiative, and diplomacy in complex situations.	✓	
Capacity to develop and maintain effective relationships at all levels, internally and externally.	✓	
Knowledge and understanding of wider political and social drivers that influence service delivery within a healthcare provider organisation		✓
Experience of working in diverse organisations with a good knowledge of the Equality and Inclusion agenda	✓	
The ability to manage challenging situations and influence change	✓	
Working knowledge of Guernsey governance and regulatory frameworks, or comparable UK NHS standards.		✓
Knowledge of policy development, audit, and risk management processes.		✓
Familiarity with digital transformation and document management systems.		✓
Personal Qualities		
Always acts with integrity, professionalism, and discretion.	✓	
Highly motivated and self-directed, with a proactive and solution-focused approach.	✓	
Resilient and adaptable, able to perform under pressure and manage competing priorities.	✓	
Demonstrates emotional intelligence, diplomacy, and political awareness.	✓	
Committed to continuous learning, improvement, and collaboration.	✓	
Exhibits attention to detail and a drive for excellence in all aspects of work	✓	
Builds trust and credibility through consistent performance and sound judgement.	✓	
Demonstrates a strong commitment to public service values and to the ethos of the Ambulance and Rescue Service.		✓
Assertive and strong when being challenged		✓
Promotes staff wellbeing, inclusivity, and recognition through leadership behaviours.		✓
Willingness and ability to present information to a large range of professionals and accept challenge on the information presented		✓

This Job Description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance and Rescue Service. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials:
MM

Date of preparation:
13/11/2025