

Executive

Support Officer

Recruitment Pack

Note from our CEO



Thank you for your interest in joining the HEY Smile Foundation. We're delighted that you're considering becoming part of a team that's passionate about making a real and lasting difference in communities across the region.

At Smile, we exist to support and strengthen the incredible voluntary, community, and social enterprise (VCSE) sector that forms the backbone of local life. Our role is to work alongside community leaders, volunteers, and organisations of all sizes—helping them to thrive, grow, and deliver lasting impact. Whether it's through capacity-building, governance support, strategic partnerships, or investment in grassroots ideas, we're here to amplify the work of those already doing brilliant things.

We don't deliver services for communities, we work with them. Our team believes that sustainable change happens when people are empowered to lead that change themselves, and that belief runs through everything we do. From supporting community buildings and local networks to helping deliver major health and wellbeing programmes, we focus on collaboration, trust, and meaningful relationships.

We're proud to be a values-led organisation. We are impact driven, ensuring that everything we do delivers meaningful outcomes. We believe in the power of collaboration, working in partnership to strengthen community voices. We act with generosity, sharing our time, resources, and knowledge freely. And above all, we operate with integrity, always putting communities first and doing what we say we will.

If you're someone who shares these values and wants to play a role in supporting stronger, more connected communities, we'd love to hear from you. This isn't just a job it's an opportunity to help shape the future of the places we care about most.

Jamie Lewis
CEO



The logo consists of the word "Smile" in white text on a pink rectangular background, and the word "Values" in white text on a dark grey rectangular background below it.

Smile

Values

● Impact-driven:

We focus on achieving meaningful and sustainable outcomes, prioritising our work to ensure tangible and positive impact on the communities we support.

● Collaborative

We promote diverse partnerships with organisations, stakeholders, and community groups, using innovative and generous means to share and maximise resources, knowledge, and expertise for a wide-reaching impact.

● Generous

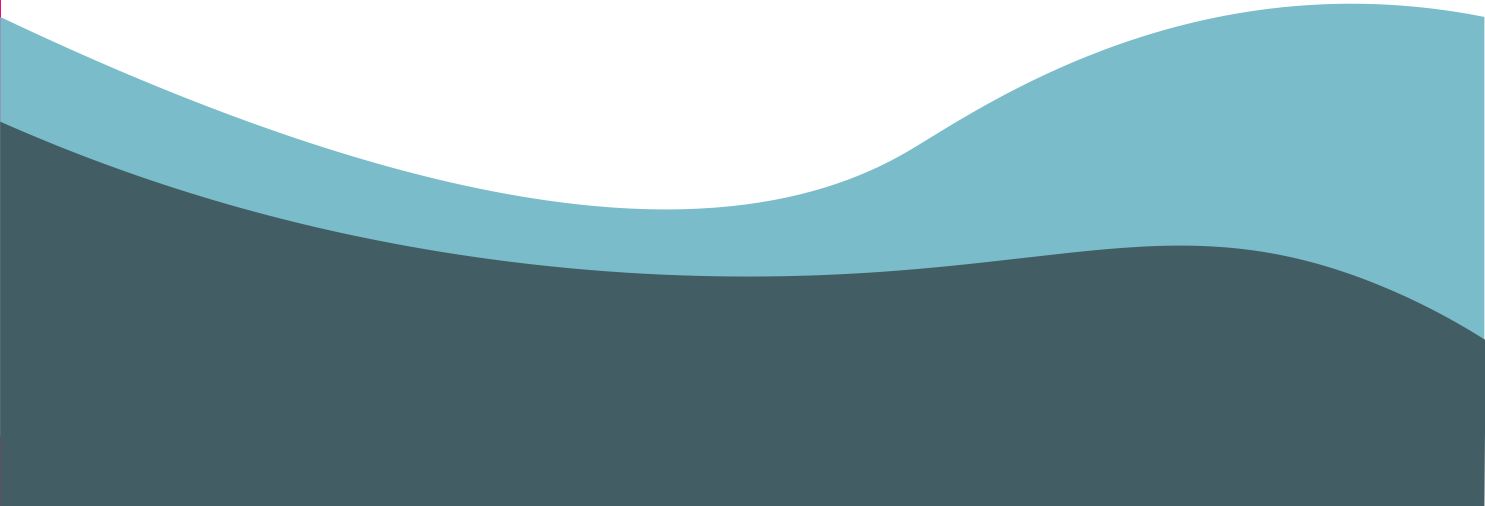
We support colleagues, partners, and communities to become confident, professional, and self-sufficient.

Providing them with the time, care, education, and opportunities they need to thrive.

● Integrity

Honesty, transparency, accountability, and kindness. Integrity is the golden thread that runs through everything Smile does every day.

Our values are particularly important to us. They form a fundamental part of monitoring, assessing, and appraising what we do as staff individuals and as a charity.

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Job Role

You will manage all business-related tasks for the Chief Executive Officer (CEO) and Senior Leadership team, such as diary management, producing reports, organising committees and Trustee Board Meetings, taking and producing minutes, liaising with external agencies and ensuring that the CEO has a well organised work life to be able to fulfil their roles to a high standard.

The successful candidate will have a detailed understanding of the full Microsoft Office suite, be an excellent problem solver, have excellent customer service skills and ideally, experience as an executive assistant.

As the Executive Support Officer (ESO) for Hey Smile Foundation, you will provide high-level administrative and operational support to our CEO and the Senior Leadership Team. The ESO acts as a key liaison between executives and internal/ external stakeholders, ensuring smooth communication and workflow.



Role Profile

**Job Title:**

Executive Support Officer (12 months Maternity Cover)

Report to (Job Title):

Executive Support Officer

Salary:

£25,000 - £27,500

Location:

HEY Smile Foundation, Dock Street, Queens Gardens, Hull HU1 3AE.
(Home and mobile working is required)

Holiday:

27 days annual leave

Contract Duration:

Fixed term contract 12 months

Closing Date:

Midnight 14th November 2025

Purpose:

The ESO plays a key role in assisting the Chief Executive Officer and the Senior Leadership Team by handling administrative, operational and strategic tasks. Their purpose is to ensure the smooth functioning of the executive's workflow, allowing them to focus on high-level decision-making.

Joint

Responsibilities

- Uphold and invest in the HEY Smile Foundation Vision, Mission and Values.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination) through the HEY Smile Foundation's work.
- Continually develop your skills to meet the needs of our evolving organisation.
- Be flexible in your working, continually developing our processes and ensuring best practice
- Support the development of financial case studies and impact reports, to ensure we are displaying our value to key stakeholders.
- Ensure all policies and procedures are understood and adhered to.
- Support a positive working environment, be visible, energetic and participative, encouraging cross team working and initiatives



Key Role

Responsibilities

- Be responsible for managing CEO / deputy CEO meetings, to include taking and producing minutes, action point follow up and co-ordination and liaising with the CEO / SLT in a timely manner.
- Being proactive and polite, field and respond to the CEO's email correspondence ensuring no surprises or issues arise.
- Organise travel and meetings both internally and externally.
- Meticulous diary management and scheduling for our CEO.
- Filing and retrieving records, documents, and reports.
- Researching and conducting data to prepare documents for review and presentation by boards of Trustees, committees, and executives.
- Greeting visitors / correspondents and deciding if they should be able to meet with the CEO.
- Opening, sorting and distributing incoming post, emails, and other correspondence.
- Ability to operate as a virtual / remote Executive assistant if required.
- Coordinate sensitive issues upon request of the Chief Executive / SLT
- Assist the senior team as appropriate to prepare and edit communications, emails, letters, presentations and other documents.
- Maintain a strong working relationship with other relevant partners, including IT, Marketing and Finance
- Play an active role in supporting, planning and coordinating various projects within the Executive team.
- Act as trusted Executive Assistant to the CEO and Deputy CEO.
- Support the minuting and co-ordination of Trustee committees and Board meetings.
- Contribute to the achievement of the SLT targets / KPI through the production of high- quality information.
- Liaising and responding with external partners on a regular basis, to ensure deadlines are met and information is produced and shared to the highest quality.
- Contribute to the development of innovative new ways of working for the senior team.
- Supporting governance functions, including minute taking and co-ordination.
- Assisting with complaints, GDPR functions
- Any other duties as required by the SLT.

Key Role

Responsibilities

Decisions that the job holder typically makes may cover the following areas:

Time Management:

Prioritises own actions and allow CEO time to deliver desired outcomes

Resource management:

Identify and improve the resources needed to support the SLT and team

Project Management:

Support and co-ordinate quarterly Trustee committees

Budget Management:

Follow finance processes

Development of Skills:

Identify training for continual professional development.

GDPR and Safeguarding responsibility

Outcomes based

HEY Smile Foundation operates with a focus on outcomes. With this in mind your contracted hours are 37.5 per week. You will be asked to attend on and offline meetings weekly with your line manager and colleagues setting agreed outcomes for the period. However, the way in which you distribute these hours across your working week is flexible, and strong communication with the CEO is key.



Knowledge, Skills

and Experience Required

Essential	Assessment
Self-motivated and able to work under own initiative.	Cover letter / CV and interview
Ability to manage priorities and meet deadlines	Cover letter / CV and interview
Excellent communication skills	Cover letter / CV and interview
Knowledge of the VCSE sector, governance and wider community	Cover letter / CV and interview
Acceptance of Smiles confidentiality procedure	
Willingness to learn and be part of a team	Cover letter / CV and interview
Excellent general IT skills, in addition, be able to professionally organise and operate meetings via, Microsoft Teams and Zoom	Cover letter / CV and interview
Excellent attention to detail	
Experience of supporting senior leadership roles	Cover letter / CV and interview
Experience of minute taking and compiling leadership reports	Cover letter / CV and interview
Proven experience as an executive assistant	Cover letter / CV and interview

Desirable	Assessment
Hold a valid and clean UK driving licence and have access to a vehicle.	Pre employment check

Safer

Recruitment

As an organisation, we are committed to creating and fostering a culture that promotes safeguarding and the welfare of children and adults at risk.

Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluation information from and about candidates to make sure that all persons appointed are suitable to work with our children and adults.

The recruitment and selection of our people will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

Our principles:

- We will always seek to recruit the best candidate for the role based on merit, including their skills, experience, motivation and competencies. Our robust recruitment and selection process should ensure the identification of the person best suited to the role and the organisation.
- We are committed to diversity and equality of opportunity and will interview all applicants (internal and external) who self-declare at application as having a disability, and who meet the minimum requirements in the person specification of the vacancy they are applying for.
- We will make reasonable adjustments at all stages of the recruitment process in order to enable successful candidates who declare disabilities to start working or volunteering with us.
- Any current member of staff, volunteer or client who wishes to apply for vacancies and is suitably qualified will be considered and addressed fairly and objectively based on their merit.
- As an organisation committed to safeguarding, we will ensure all under 18s joining the organisation have ongoing risk assessments to make sure their role and activities are safe and appropriate.
- All documentation relating to candidates will be treated confidentially in accordance with GDPR legislation.

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Charity number: 1125856 | Company number: 06455490

