



Role Name	Business Manager to the CEO
Reporting To	Chief of Staff to the CEO
Money and Pension Service background	The Money and Pensions Service vision is <i>everyone making the most of their money and pensions</i> . This new organisation brings together the free services delivered by the Money Advice Service, The Pensions Advisory Service and Pension Wise. We are an Arms-Length organisation, sponsored by the Department for Work and Pensions, with a joint commitment to ensuring that people have access and guidance to the information they need to make effective financial decisions over their lifetime. The organisation will also engage with HM Treasury, which is responsible for policy on financial capability and debt advice. Working hand-in-hand with stakeholders throughout the UK, the Money and Pensions Service will ensure that money and pensions guidance is available to those that need it, adapting to people's changing needs throughout their lives.
The purpose of the role	This role is in the CEO's private office, working at the heart of a complex organisation. You will be supporting the day-to-day activities of a small and busy team that directly supports the CEO. Your responsibility will be various, spanning from administrative duties to undertaking special projects. You will report directly to the Chief of Staff and regularly work alongside the CEO. To excel in this role you will be a bright and confident individual who is able to exercise a high degree of discretion. You will enjoy being in a people-centred role and be comfortable engaging with senior people from different backgrounds.
Key accountabilities include	<ul style="list-style-type: none"> Monitoring information flow from the CEO's inbox and the CEO's office: including working with the Diary Manager to monitor the CEO's inbox and responding to and reallocating requests, prioritising actions and delegating as appropriate so that only minimal key essential information remains for the attention of the CEO. Assisting the Chief of Staff in the day-to-day running of the CEO's office, executing tasks and including identifying and resolving issues / problems which can be managed without her direct and personal involvement. Commissioning and preparing high quality papers for the Executive Leadership Team and the MaPS Board. Act as quality check/control point for complex and priority submissions on behalf of the CEO. Meeting preparation, support and follow up: working with the Diary Manager and relevant Corporate Affairs teams to review upcoming meetings ensuring the CEO is properly briefed; accompanying the CEO to meetings in an administrative support capacity; and, making sure all follow-up actions are delivered. General business support as required including, minute taking, maintenance of records and filing.



Experience and Behaviours	
Essential experience	<ul style="list-style-type: none">• Working in a busy and fluid work environment.• Substantial experience of writing for different purposes and audiences (you will need to be able to deftly express the thoughts of the CEO - often requiring a nuanced approach - in correspondence with senior people).• Prioritising multiple tasks, set on a daily basis, often to rapidly changing and tight deadlines.• Stakeholder engagement - both with high profile/senior external stakeholders and senior internal stakeholders.• Undertaking general office tasks, including creating presentation slide decks, taking and producing minutes for meetings, drafting briefing notes.• Undertaking administrative duties, including creating processes or systems to support efficient working.• Have an advanced level of proficiency in Outlook, Word, Excel and PowerPoint.
Desirable experience	<ul style="list-style-type: none">• Project management.• Engaging with senior-level or high-profile people.• Client-facing background (e.g. agency or consultancy), or experience of working with multiple stakeholders on complex projects.
Behaviours and skills	<ul style="list-style-type: none">• Confident in your ability to exercise sound judgement and use of discretion in dealing with complex and sensitive issues, people and environments.• Articulate and (where necessary) assertive communicator, dealing with people at all levels.• Organised and structured in how you approach tasks, with meticulous attention to detail, but able to quickly adapt to change.• Seeks clarity but able to use your initiative to work with ambiguity.• A genuine Completer-Finisher (you are driven by a desire to close every action you undertake to a high standard).• Understands the importance of administrative duties.• Works to achieve outcomes not just complete tasks.• Able to quickly assess complex situations and information to come to a succinct summary and conclusion of what needs to happen next.• Understands the purpose of MaPS as an organisation that delivers for public benefit and what this entails in terms of accountability and reputation in the public domain.