



Head of CEO's Office

Bristol, UK

About Development Initiatives

Development Initiatives applies the power of data and evidence to build sustainable solutions.

Our mission is to work closely with partners to ensure data-driven evidence and analysis are used effectively in policy and practice to end poverty, reduce inequality and increase resilience.

While data alone cannot bring about a better world, it is vital to achieving it. Data has the power to unlock insight, shine a light on progress and empower people to increase accountability.

We focus on three core areas to maximise our impact and achieve our mission:

- Strengthen data ecosystems and improve data quality by helping others to collect, share and manage data and use data responsibly and effectively
- Increase use of high-quality, actionable and data-driven analysis that can be used in policy and practice
- Create a culture of data use by growing people's skills, expertise and confidence in data.

And we support partners to:

- Better respond to people's needs through improved quality and use of data and evidence in policymaking
- Improve the quantity, quality and coherence of public finance and private investment
- Challenge systemic and structural barriers to equity and support the reform of existing systems.

We work at global, national and local levels, through a global hub connected to a growing network of regional hubs and partners. In the last five years alone our work has covered 78 countries and we currently have staff based in Kenya, Uganda, the US and the UK.

Head of CEO's Office

Role content and purpose

This role is responsible for running the office of the CEO, covering a wide spectrum of responsibilities to ensure that the CEO can focus on strategic priorities and deliver on their responsibilities effectively and efficiently.

The role requires a high level of maturity, forward thinking and self-discipline. The post-holder will be expected to operate at a high level of professionalism and be a skilled stakeholder manager. They will engage with staff and external stakeholders at all levels on behalf of the CEO and maintain excellent relationships with members of the Board.

The role will report directly to the CEO but will also work closely with the Executive Team, the Executive Assistants and the Board.

Contractual details

Start date:	From August 2021
Length:	Permanent
Location:	DI's Bristol office at First Floor Centre, The Quorum, Bond Street South, Bristol, BS1 3AE, UK
Salary:	£28,000 - £31,000 per annum, depending on experience
Hours:	35 hours a week
Probation:	3 months
Leave:	25 days pro rata, plus all bank/public holidays

Duties and responsibilities

General

- Responsible for the smooth running of the office of the CEO, ensuring coordination across the organisation and managing the CEO's communications and preparations for key meetings.
- Manage the Executive Assistants and ensure the smooth running of diary management and meeting schedules for the CEO, COO and the other Directors.
- Support the Chair of the Board to staff the Board meetings, produce accurate minutes, follow up on actions and provide coordination support as required.
- Oversee coordination of all reporting to the CEO from programmes, projects and departments, prepare pre-meeting briefings, undertake research and ensure actions are completed.
- Support the CEO to manage confidential matters effectively and ensure all communications are handled sensitively.

- Maintain a social media presence for the CEO: drafting tweets to send out on projects being launched, identifying key debates for them to engage in, and ensuring their online presence is maintained by working closely with the communications team.
- Work closely with the Executive Assistants to monitor and review the CEO's time to focus on strategic priorities, ensuring they have 'whitespace' to think and reflect and are not spending too much time in tactical meetings.
- Coordinate with others across the organisation to manage the CEO's time well, ensuring there is always an agenda for meetings and that the meeting corresponds with the CEO's quarterly and annual priorities, and delegating tasks to other Executive Team members where relevant.
- Organise regular catch ups with all regional Directors, the COO and global office Directors to strategise and look forward to longer-term priorities, as well as keeping the CEO informed of actions taken to implement quarterly priorities.
- Oversee the strategic planning process, three-year reviews and futures thinking with the Executive Team, working closely with the COO to put in place the internal systems to undertake the process effectively and ensure staff engagement.

Management of the Board

- Schedule and plan meetings regularly for the Chair, Vice-Chairs and CEO, collate agenda items and circulate papers as required.
- Support the Chair in any areas required, and support the recruitment of Board members.
- Coordinate and support the sub-committees of the Board and ensure all actions are followed through from sub-committee meetings.
- Support the CEO with the management of the Board and regular meetings with the Chair.
- Prepare and deliver monthly reports for the Executive Team and undertake the quarterly Board reporting.

Stakeholder management and external communications

- Liaise with clients, donors and partners to ensure the CEO remains in contact with priority stakeholders throughout the year.
- Prepare briefings for calls, pulling together material from across the organisation.
- Ensure the Executive Assistant updates the CRM on behalf of the CEO and maintains all external stakeholder records.
- Organise media appearances and events, panels etc, working with the communications and engagement teams to ensure briefings are prepared in advance and the CEO is ready to participate in meetings as required.

No job description or role profile can encompass all tasks and duties that may be required, and we will expect the postholder to carry out other duties and tasks from time to time that are broadly consistent with those in this document.

Person specification

Experience

Essential

- Seven to 10 years' experience providing support to upper-level management in a related or similar organisation.
- Experienced in and capable of handling confidential or sensitive information.

Desirable

- Previous project management experience welcome.
- Experience coordinating strategic planning and internal stakeholder management.

Knowledge

Essential

- Degree in international relations or development, political science or business management.
- Excellent written and clear spoken English.
- Proficiency in Windows, including MS Word, Excel and PowerPoint.
- Knowledge of managing senior-level stakeholders.

Desirable

- Familiar with contact management databases (HubSpot) or similar.
- Theory of Change training.
- Experience of developing and overseeing balanced scorecards and organisational KPIs.

Skills and abilities

Essential

- Good communication skills, including experience of working effectively with diverse audiences and colleagues and stakeholders at all levels, both verbally and in writing.
- Excellent social and interpersonal skills, with the ability to develop relationships with internal personnel, board members and key external contacts.
- Highly organised and self-motivated, with excellent time management skills and an ability to think proactively.
- Ability to work in a fast-paced environment and deliver on time, with attention to detail and accuracy.

- Ability to prioritise, ensuring the CEO can focus on strategic projects while managing the urgent tasks for them.
- Experienced in exercising discretion and confidentiality with sensitive company information.
- Ability to conduct research and present data in a succinct and well-written manner.
- Ability to work with a broad range of people, including major donors, Board members, colleagues and others at all levels.

Education

Desirable

- Bachelor's degree or equivalent experience, with a social sciences background and an interest in national and global issues.

Personal attributes

Essential

- Investigative by nature and persistent in obtaining and validating new information.
- Rigorous and conscientious, with a track record of ensuring a high level of accuracy and quality of outputs.
- A self-starter who can work independently and use their initiative with minimal support.

Application details

Your CV (no more than two pages) and covering letter, which should detail your skills and evidence of experience and how it relates to the job description, should be uploaded onto our [online application portal](#). Your letter should also include your salary expectations, notice period/available start date and where you saw the job advert.

Closing Date: 30 June 2021

First Interviews: From July 2021 onwards

Other

We welcome applications from all sections of the community.

We have a duty to prevent illegal working by checking potential employees' documents, before employing them, to ensure they have the right to work in the country in which this post is based.

Development Initiatives is an equal opportunities employer, and in line with our policies, we aim to ensure that no job applicant receives less favourable treatment on the grounds

of race, colour, nationality, religion, ethnic or national origin, age, gender, marital status, sexual orientation or disability.

We find it helpful for all applicants to complete our Diversity Monitoring Form, found on our website at: <http://devinit.org/working-with-us/vacancies/>

Working together

“People are our greatest asset.” It’s a well-used saying, but at DI it really is true.

We acknowledge that we work in an environment where the pace is often fast, and we need our people to be able to respond swiftly and creatively to new situations and demands, so it makes sense that the better our employees are, the more effective we will be. For this reason, we work hard to create an environment that meets everyone’s needs.

In line with our values (people-centred, purpose-driven and transparent), we aim for a culture of honesty and openness and want to attract and retain talented people who share our vision. We also like to offer individuals the space to use their talents in an innovative working environment with colleagues who are passionate about our vision.

UK

- Informal work environment (e.g. casual dress)
- Pension scheme with 5% employer contribution
- Flexible working arrangements (e.g. homeworking, flexitime)
- Healthcare scheme with employee assistance programme
- Paid study leave and financial support
- Paid professional membership fees
- Buy/sell holiday scheme
- Cycle to work scheme
- Childcare vouchers
- Enhanced holiday entitlement, plus all bank and public holidays and discretionary paid time off at Christmas
- Up to five days’ paid volunteering leave (addressing poverty/helping vulnerable people).

Development Initiatives (DI) is a global organisation harnessing the power of data and evidence to end poverty, reduce inequality and increase resilience.

We deliver trusted and actionable insights for decision-makers and partners based on what available data can tell us. We increase data use by growing people's skills, expertise and confidence in data and showing how data can drive better outcomes. And we improve what data is available by helping others to collect, share, manage and use data responsibly and effectively.

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To find out more about our work visit:

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Development Initiatives is the trading name of Development Initiatives Poverty Research Ltd, registered in England and Wales, Company No. 06368740, and DI International Ltd, registered in England and Wales, Company No. 5802543. Registered Office: First Floor Centre, The Quorum, Bond Street South, Bristol, BS1 3AE, UK.

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