

Business Support and Reporting Officer

Service: Central Services
Responsible To: Company Secretary
Salary: Point 22 - 26

Job Purpose

To deliver high-quality business support to the organisation's executive function, with a strong emphasis on developing, coordinating, and producing business reports. Working closely with senior leaders and IT colleagues, the postholder will ensure reporting requirements are met through accurate, timely, and insightful outputs that inform decision-making.

In addition to reporting responsibilities, the role provides comprehensive administrative and governance support, contributing to the smooth and effective operation of the Foundation.

This is a fast-paced position requiring resilience, excellent communication skills, and the ability to build strong relationships with internal and external stakeholders. The postholder must anticipate needs, think critically, and offer practical solutions while maintaining professionalism and discretion.

Applicants should be highly organised, detail-oriented, and capable of working independently with initiative. A commitment to delivering exceptional service and flexibility in working hours and location is essential. The role supports hybrid working, combining office and home-based arrangements where business priorities allow.

Main Duties

Executive Business Support

- Provide a professional and confidential business support service to the executive, delivering a range of administrative and organisational tasks as required.
- Plan, coordinate, attend and minute meetings on behalf of the executive, ensuring effective tracking and management of actions.
- Support the effective running of meetings by preparing agendas, papers, attendance lists, room bookings and associated documentation.
- Prepare high-quality papers, reports, presentations and briefing materials, demonstrating strong attention to detail and commitment to producing professional outputs.

- Monitor and maintain the organisation's business cycle, ensuring compliance with key deadlines and business requirements.
- Liaise effectively with stakeholders when required, which may include trustees, governors, service leads, commissioners, regulators, donors, partners and members of the public, arranging meetings and maintaining positive working relationships.
- Manage incoming correspondence and enquiries on behalf of the executive, prioritising, responding and escalating as appropriate.
- Monitor, maintain and manage the organisation's main email inbox, ensuring all correspondence is handled efficiently and professionally.
- Support procurement and financial processes on behalf of the executive, including raising purchase orders, goods receipts and related administrative tasks.
- Assist with governance and compliance requirements providing administrative support to the governance officer, boards, committees and working groups when required.
- Maintain confidentiality and a high level of professional conduct at all times.
- Work collaboratively with central support and the governance team, providing cross-cover as required.
- Build effective working relationships across all business areas, developing a strong internal network.
- Undertake any other duties reasonably requested by the executive.

Executive Reporting and Insight

- Support in the development, production and maintenance of business, executive, committee and board reporting, ensuring all outputs are accurate, timely, and aligned with organisational priorities.
- Work with senior leadership to scope reporting requirements, translating business questions into clear data and reporting specifications.
- Collaborate closely with IT and data colleagues to identify, design and support the development of reporting solutions, contributing to requirements gathering, testing, and implementation.
- Work closely with the business to coordinate, collate and review business data for the purpose of report production.
- Produce high-quality reporting outputs using a range of methods, including automated dashboards, semi-automated reporting tools, and manually produced reports where required.
- Manage and maintain regular reporting cycles, ensuring consistent delivery, version control, and adherence to governance standards.
- Document and continuously review and refine reporting processes, identifying opportunities to streamline, automate, and enhance reporting effectiveness.
- Act as the central point of contact for all executive-level reporting, ensuring clarity, consistency and cohesion across organisational reporting frameworks.
- Conduct analysis to support the business reporting, signalling changes, patterns and trends driven from insights generated.

Person Specification

Essential Criteria

Skills and Experience

- Experience of providing high quality business support with an understanding of governance processes and best practice.
- Experience of preparing and coordinating meetings, agendas, papers, minutes and action logs for senior meetings, committees or boards.
- Experience of producing high quality reports, presentations and briefing materials to professional standards.
- Excellent organisational and time management skills with the ability to manage and prioritise competing and changing priorities and deadlines.
- Strong written communication skills, with experience of proof reading and consistency checking data and reports written by self and others.
- High attention to detail, ensuring accuracy, version control and quality across all reporting and documentation.
- Strong analytical and critical thinking skills, with the ability to translate business questions into clear reporting requirements and outputs.
- Competent in data handling, including the ability to interpret information and present insights clearly.
- Ability to plan, coordinate and provide logistical support for meetings and events, ensuring smooth efficient delivery.
- Excellent interpersonal and stakeholder management skills, with the ability to build relationships at all levels within an organisation.
- Experienced in exercising sound judgement, working with confidential information and handling sensitive information with discretion.
- Proactive problem solving skills, with the ability to anticipate needs and identify improvements to processes and reporting.
- High level of general digital literacy, including proficiency in Microsoft Office applications (Word, Excel, PowerPoint), and collaboration tools such as OneDrive and Microsoft Teams and SharePoint.
- Strong data handling, analysis and reporting skills, including the use of reporting tools (e.g. integrated business system reporting functionality, Power BI), ability to interrogate and manipulate data (e.g. pivot tables) and the ability to generate clear charts, tables and visual outputs to present information and insights.

Personal Qualities

- Professional, resilient, and committed to delivering excellent service to high standards.
- Self motivated with the ability to work independently using own initiative and ownership of tasks.
- Collaborative and team orientated, with a willingness to support colleagues and provide cross cover when required.
- Discreet, trustworthy, and aligned with the highest standards of conduct, governance, and confidentiality.

- Enthusiastic about continuous improvement, with a willingness to review and improve processes wherever possible.

Other Requirements

- Ability to work flexibly in working hours and location
- Willingness to contribute to other areas of work according to team priorities
- Ability to work effectively in a hybrid working environment.
- Confident and productive when working independently and remotely.

Desirable Criteria

Skills and Experience

- Experience of working with boards, committees, trustees or executive teams.
- Experience of working in a charity, public sector or regulated environment.
- Experience contributing to or testing automated reporting tools, dashboards or semi-automated reporting processes.

Organisational Standards

The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive.

Professional Duties

- Participate in the review of the Foundations Policies, Procedures and Processes
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.

Equality and Diversity

- Promote equality of access to education, training, and employment opportunities for disabled people, and advocate a positive attitude
- Recognise that disabled people are individuals who have specific needs
- Employ support strategies that will empower disabled people
- Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality, and age
- Recognise the importance of inclusion by using appropriate means of communication at all times
- Be flexible, trying to meet the changing needs of both disabled people and environment.

Discipline, Health and Safety

- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.

Safeguarding

- Safeguarding is everyone's responsibility.
- Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject, or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
- The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.

Confidentiality

- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
- Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

About Us

We are an ambitious, entrepreneurial, and innovative charitable business working in a person-centred way to meet the needs of people with disabilities and their families. We provide a range of high-quality services and seek out opportunities to inspire and support people with disabilities to achieve their ambitions. We believe that working together as one Foundation we achieve more than individual services would achieve alone. Our influence will be regional, national & international.



0191 238 1301



Hampeth Lodge
Station Road
Forest Hall
NE12 8YY



recruitment@
percyhedley.org.uk



<https://www.facebook.com/percy.hedley>