

Business Support Executive

Role: Executive Support to the CEO & Senior Leadership Team

Reports to: Chief Executive Officer (CEO)

Location: Office based, Jersey

Type: Full-time, permanent contract

About Jersey Business

Our Vision: Building a prosperous business community in Jersey

Our Purpose: Accelerating business success

What We Do:

- Inspire, challenge, and support businesses to reach their goals
- Make connections that have a positive impact
- Share expertise that creates value

Our Values:

- **Respectful** – We value people as individuals
 - **Empowering** – We share our expertise to help you achieve your goals
 - **Authentic** – We are professional, independent, and confidential
 - **Collaborative** – We work as a team and love what we do
 - **Honest** – We don't shy away from difficult conversations
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The Role:

This role is central to providing high-level executive support primarily to the CEO and extending to the Senior Leadership Team at Jersey Business. As a skilled 'spotter', the successful candidate will play a vital part in anticipating and intuitively pre-empting the demands of the week ahead, ensuring the CEO is thoroughly briefed and prepared to carry out their responsibilities on behalf of Jersey Business.

Success in this role calls for discretion, confidentiality, and impeccable judgment. The ability to work proactively and reactively, while maintaining a calm and positive approach in a fun but fast-paced, dynamic environment, is essential.

Strategic Outcomes

- Contribute to the implementation of Jersey Business' strategic outcomes by identifying trends and insights that support the relevance of our strategy.
 - Organise and manage day-to-day responsibilities in alignment with Jersey Business' vision, purpose, and values.
 - Demonstrate Jersey Business values in all interactions and responsibilities.
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Executive Support

- Provide proactive, efficient, and confidential executive support to the CEO and SLT, including complex diary and Inbox management, travel planning, and meeting coordination.
- Proactively prepare briefing materials and conduct research to support CEO's meetings and engagements, being one step (or more!) in front of the CEO's schedule.
- Act as a representative and first point of contact for the CEO with internal and external stakeholders.
- Manage correspondence and communications, drafting responses and taking initiative to follow up on behalf of the CEO as appropriate, ensuring follow-up actions are executed.
- Contribute to the collation of performance-related data through the accurate and timely documentation of activities.

Stakeholder Management & Communications

- Build and maintain communications with key stakeholders including:
 - Board of Directors & trustees and the Jersey Business team
 - Government and Industry leaders and representatives
 - Other Arms Length Organisations, governing bodies, channel partners and membership bodies relevant to Jersey's economic landscape
- Draft, review and co-ordinate internal and external communications on behalf of the CEO.

Project Coordination & Strategic Support

- Work with internal teams to support the delivery of strategic projects and drive outcomes.
- Coordinate cross-functional initiatives and support organisational planning processes.
- Assist in preparing presentations, reports, and briefing documents for the CEO and SLT.

General Operations Support

- Support office operations, including ordering general supplies, managing contractors, and ensuring a safe, vibrant and professional workplace.
- Other ad-hoc duties as and when required.

Behavioural Competencies

- Represents JBL and its values, acting with integrity at all times.
- Promotes fairness and equality of opportunities and treatment of others.
- Respects differences in needs and beliefs.
- Encourages and responds with an open mind to differing points of view and challenges from others.
- Acts as a credible, skilled practitioner in their area of expertise, sharing their knowledge to benefit the organisation and others.
- Takes responsibility for their own performance and is proactive in managing and delivering in their activities to the highest standards.
- Takes decisions within their area of expertise and level of responsibility, based on sound evidence, analysis and experience.

- Collaborates across the whole team to implement strategic objectives and business plans, providing expert advice, insights and support to others.
- Engages proactively and collaboratively in building opportunities and problem-solving.
- A strong written and verbal communicator who develops and maintains effective relationships with people both internally and externally.
- Prioritises and engages in continuous professional development to improve knowledge, services and customer experience. Keeps abreast of the latest developments and emerging trends in their area of expertise.
- Proactive, solutions-focused, and adaptable, with exceptional organisational and multi-tasking skills and a flexible approach to changing priorities.
- Strong attention to detail and commitment to delivering high standards of work.

Qualifications and Experience

- Significant experience in a senior-level Executive Support role, ideally at C-suite or Senior Leadership level.
- High level of discretion, integrity, and professionalism in handling confidential and sensitive information.
- Excellent written and verbal communication skills, with the ability to draft high-quality correspondence and reports.
- Highly proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and digital collaboration tools (Microsoft Teams, SharePoint).

Please send your application including a cover letter and CV to rebecca.batten@jerseybusiness.je