

Job title: Chief of Staff

Main purpose

The Chief of Staff is a high-visibility strategic partner that supports and enables the CEO and other Executives, with effective decision-making, project management, and execution of strategic initiatives across HR Wallingford Group.

The Chief of Staff supports the organisational and communication responsibilities of the CEO to all stakeholders including, employees, leadership team members, clients, Group Board and Company Members to set and implement the Group Strategy.

The Chief of Staff supports the CEO and other key leaders in delivering and refining the group strategy over the short and long term. The role will encompass varied projects that deal with the challenges and opportunities that face the organisation to safe guard its sustainability.

The Chief of Staff also provides direct strategic support to the Chair, Chief Financial Officer and Group General Counsel.

Main duties

- Build and lead the daily operations of the CEO office to allow them to effectively engage with staff, and to facilitate external leadership to deliver long term strategy, business development, corporate leadership and to help capture and deliver commercial opportunities and address any challenges effectively.
- Facilitate special projects and ensure action items are executed on behalf of the CEO or delegate.
- Operate at a tactical, strategic, and operational level, handling the oversight of projects that do not neatly fit within the organisational chart or that fall between departments or leadership areas of responsibility - including coordination of future corporate strategy development and management and communication of existing.
- Promotion and ownership of strategic initiatives around driving behaviours and communication in line with mission and values including respect and understanding for all functions (fee earning and support), impact driven research, governance standards, challenging the status quo and driving future working practices to help ensure Wallingford is World class across all its business strands
- Act as the point of contact for the CEO's direct reports. Coordinate all incoming requests for the executive's time and work collaboratively with the Senior Leadership Team to ensure the CEO calendar is aligned with the priorities of the organisation and help navigate proper course of action
- Coordinate with the Management and leadership teams on the CEO's behalf to support delivery of objectives Provide actionable recommendations for improvement in conjunction with team members.

- Promote cross-functional communication and collaboration.
- Manage key relationships and develop key stakeholder relationships.
- Through appropriate resource support, ensure effective management of CEO calendar including meetings and travel.
- Manage CEO priorities, - actions, logistics and communication
- Build and run scheduling for leadership meetings, board meetings and town hall meetings in conjunction with the Company Secretary including structuring and helping to deliver company-wide communication from the CEO.
- Support preparation of corporate papers and presentations.
- Serve as a thought partner and strategic advisor to CEO challenging ideas and offering a different perspective, and following up on action items with the team accordingly.
- Attend key meetings.

Job specific duties

Planning and Project Management

- Help deliver strategy by ensuring the implementation and use of our KPI goal setting framework, tracking progress, identify areas of improvement
- Keep track of objectives and KPIs and implement robust processes/systems to improve performance and productivity
- Plan, communicate and lead strategic initiatives using project delivery methodology ensuring projects and key objectives are managed appropriately and delivered on time
- Liaison with CFO to support alignment of the budget to the agreed strategic direction
- Overseeing meetings and review cycles to support strategy and operational planning

Communication

- Assist in the communication of best practice and facilitate knowledge-sharing amongst different teams and stakeholders.
- Ensure information flow, and decision-making processes are as effective and efficient as possible.
- Improve the communication flow around board level decision making and processes, and implement strategies to ensure optimal efficiency and productivity
- Liaise closely with the Senior Leadership Team and colleagues to facilitate cross organisational initiatives

Key Relationship Groups:

- Chair and NEDs
- Executives
- Company Members

- Heads of Profit Centres/Group Managers
- Support Functions Managers
- JNCC Chair
- Staff Council Chair

Group	Operational Management
Reports to	Chief Executive
Responsible for	
Date agreed	