JOB DESCRIPTION

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| Job title:  | Chief of Staff |
| Job Grade: | 1 |
| Date of completion: | July 2018 |
| Job title of line manager: | Chief Executive |
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Purpose of Job

Serves as confidante, advisor and right hand for the CEO and assists other Directors and senior stakeholders in various ways. Supports IFoA directorates according to circumstances and needs. Responsible for managing delivery to the CEO and Presidents of effective and efficient high level support through the CEO’s office of four staff. This includes overseeing the Corporate Secretariat function, advising on and drafting internal and external communications, and ad hoc projects and analysis in pursuit of the organisation’s strategic priorities. The role is wide-ranging, requiring the ability to work with people at all levels right across the organisation and externally. The role is in the front line of maintaining and developing the reputation of the organisation and its leadership as a whole.

Dimensions

* Financial – budgetary responsibility for the Corporate Secretariat and selected major projects and the CEO’s and Presidents’ offices.
* Members of staff –managerial responsibility for four team members
* While the day-to-day responsibilities of this role vary according to the organisation’s needs, the position of the Chief of Staff is critical to ensure a successful leadership team.

Principal Accountabilities

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| * Leading, building and developing the CEO team, encouraging their personal and professional development.
* Read papers and reports submitted to the CEO as appropriate. Identify and analyse key issues to be brought to the CEO’s attention and advise him/her on the possible courses of actions and the risks and benefits associated with each.
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| * Build relationships with internal and external contacts, and work with the Public Affairs and Markets Development Directorates to identify opportunities, both internally and externally, for the CEO and Presidential team to attend events and other functions as appropriate in order to raise the profile of the IFoA.
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| * Lead on projects and research as directed and agreed by the CEO. Work closely with CEO to ensure that these projects are up to date; where necessary, manage and coordinate project work across departments to produce regular updates as required.
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| * Responsibility for preparation of speeches, presentations and other communications as appropriate for the CEO and Presidents as directed.
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| * Identify new opportunities or opportunities for synergy with stakeholder bodies.

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| * Develop strong and effective relationships with the Presidents, Council, Management Board and the Director Group to help the CEO identify and prioritise strategic issues. Assist the CEO in the planning and execution of strategic discussions at Council, Management Board and Director strategy days.
* Where required represent the CEO’s office in internal projects, risk, strategy and budgetary meetings. Lead on managing these functions within the CEO’s office.
* Lead the engagement with the Presidential team, providing leadership for colleagues in the IFoA.
* Through the Corporate Secretary ensure effective support for Council and senior committees / boards and their members.
* Oversee the efficient management of the CEO and Presidents’ relevant travel and accommodation arrangements and expenses.
* Ensure effective use of the resources of the CEO’s office in delivering the Corporate Plan.
* Manage the Putting Things Right complaints process.
* Provide strategic counsel, advice and guidance to senior stakeholders.
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Main Contacts

Internal Contacts:

* Chief Executive
* Directors
* Public Affairs team
* Markets Development team
* Chief Executive’s team, including Corporate secretary and Chief Risk Officer

External Contacts:

* The Presidents
* Chairman and Members of senior Boards / Committees
* Management Board
* Council
* Members of the IFoA
* External Stakeholders

Decisions

* Is clear about the goals of the CEO’s office and Presidential team, and how to deliver against those expectations.
* Manages the workload of the team in order to meet performance expectations and honour commitments to others.
* Is open when things go wrong, learning from and acting upon any mistakes.
* Is realistic in what they can commit too, challenging priorities appropriately and able to re-prioritise workload when required.
* Acts promptly to resolve any member or peer issues or concerns.
* Contributes outside of their immediate area of responsibility when appropriate in order to add value to the CEO’s office.

Complexity

The role is varied and requires the post holder to be highly organised and flexible in the tasks that they and the team under their management deal with. They will need a thorough understanding of the activities of the organisation, and also of the CEO and Presidential complex stakeholder relationships.

Impact

The IFoA’s CEO office and Presidential team are areas of potentially high reputational risk for the IFoA and it is essential these function efficiently and to exacting standards.

Knowledge and Experience

Essential:

* Experience of working on cross-or multi-organisational projects.
* Excellent written and verbal communication, with an ability to adapt personal communication style, register and tone to suit different audiences and formats.
* Ability to identify and carry out relevant research and analysis, assess findings and draw out key issues/points of interest.
* Experience in a central / corporate office.
* Ability to build strong relationships at all levels of the organisation and with external stakeholders.
* Strong political / relationship awareness.

Desirable:

* Ability to rapidly acquire understanding of new topics.
* Has worked in a public corporation or financial services organisation.
* Experience of drafting communications materials.
* Professional qualification preferred.

**Values and Behaviours**

The following values and behaviours are a standard requirement for all roles within the IFoA.

*Integrity*

The post holder is honest and fair in their dealings with other employees, and respects and acknowledges the opinions and contributions of their colleagues and does the right thing when there is a choice to be made to do so.

Community

The post holder works together with other employees and proactively builds relationships to achieve individual, team and corporate objectives and creates engagement from stakeholders.

Progress

The post holder helps to develop the future of the IFoA with a focus on continuous improvement, contributing with their ideas, providing feedback where appropriate and sharing learning.

Other Information

Travel may be required to Edinburgh, Oxford and occasionally internationally.