

Job Description

Job Title: Senior Executive Assistant to the Chief Executive
POSCODE: CCC2076
Grade: P1

Overall purpose of the job

This post provides dedicated, confidential and comprehensive Senior Executive Assistant support to the Chief Executive of the County Council. Using discretion and developed judgement in dealing with highly sensitive information, the purpose of this role is to provide expert business administration and support, working closely with the Strategic Adviser to the Chief Executive and the Chief Executive directly.

Duties include planning, anticipating and proactively managing the Chief Executive's diary and time, including organising meetings, travel, accommodation, functions and appointments, both within the County Council and with a broad range of local and national stakeholders and partner agencies. The postholder is also responsible for the direct and consistent management of the Chief Executive's Office and Member of Parliament correspondence email accounts, ensuring a customer focussed and responsive services is provided.

The postholder is also responsible for supporting the Strategic Adviser to the Chief Executive with the planning, management, co-ordination of the forward plan Council's Corporate Leadership Team, i.e. the senior officer team. The Senior Executive Assistant also provides the secretariat support directly for the Corporate Leadership Team, including minuting this weekly meeting, maintaining the action log and ensuring the logistics are well managed.

In addition, the Senior Executive Assistant will be a first point of contact for enquiries from colleagues, politicians, members of the public, partner agencies and from Government, on behalf of the Chief Executive.

Main accountabilities

1.	<p>Executive Support</p> <p>Provide highly accurate, proactive and highly effective executive support to the Chief Executive, including diary management and email management, anticipating needs and acting as first point of contact for enquiries from councillors, council officers, the public, MPs, external partners and government departments.</p> <p>Prioritise and manage issues that have escalated to the Chief Executive's Office, keeping abreast of any relevant developments or issues that impact the Council, act in full accordance with the Council's Customer and Complaints Policies and Procedures and actioning, directing and tracking enquiries to ensure that they are resolved and responded to in a timely, professional and clear manner.</p> <p>Gather, co-ordinate and summarise appropriate information to ensure the Chief Executive is fully briefed before meetings, events or other appointments.</p> <p>Maintain confidentiality, discretion and trust with regard to confidential and sensitive information, at all times.</p>
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2.	<p>Business Coordination</p> <p>Plan, organise meetings and meeting logistics, including room booking, travel and accommodation as appropriate, ensuring the Chief Executive is well briefed and prepared, working with the Strategic Adviser.</p> <p>Provide direct and personal secretariat support for the Council's weekly Corporate Leadership Team meeting, including minuting the meeting, agenda preparation in accordance with the forward plan and with the Strategic Adviser; scheduling items according to organisational and contextual priorities and ensuring that meeting attendance, including report authors and guests are effectively managed.</p> <p>Organise and proactively maintain comprehensive tracking processes, including effective 'bring forward' systems, following up on agreed actions with relevant individuals and teams to ensure that deadlines are achieved and expectations are managed.</p> <p>Manage email and other correspondence, keeping abreast of issues across the Council, taking the initiative to respond to e-mails and correspondence as necessary, highlighting urgent and important issues to senior officers, as well as drafting responses on behalf of the Chief Executive, with minimal guidance.</p>
3.	<p>Collaborative Working</p> <p>Work closely with the Strategic Advisor (to the Chief Executive and the Leader of the Council) and the Corporate Business Manager to ensure that the Chief Executive and Leader of the Council have a highly effective business support service, which enables them to deliver on their accountabilities, as well as a comprehensive forward plan that takes account of the council's strategic priorities and the Chief Executive's own commitments.</p> <p>Lead and co-ordinate projects and packages of work in response to council and service requirements, developing and monitoring project / work plans, liaising with colleagues across the organisation in order to produce quality outputs, meet deadlines and provide a high level of assurance.</p> <p>Work closely with the Corporate Business Manager to co-ordinate and link to key areas of work including, but not limited to, MP Enquiries, Complaints and exemption processes and practices.</p>
4.	<p>Reporting</p> <p>Prepare communications, information, responses to enquiries and complaints, reports and presentations as requested, using tact, sensitivity, persuasion and advocacy as appropriate.</p> <p>Assist with the preparation and organisation of presentations, workshops and other events, including the Chief including occasional out of normal working hours.</p>
5.	<p>Communication</p> <p>Develop excellent working relationships with Councillors, Council Officers and Teams, MP's Offices, Partner Organisations and their Executive Support Teams to facilitate the Chief Executive's priorities and their delivery.</p> <p>Understand and be aware of political, strategic, reputational and policy issues facing the Council and be able to deal with situations as and when they may arise whilst maintaining impartiality at all times.</p> <p>Be the first point of contact with councillors and government, external partners, stakeholders and other such organisations the Council comes in contact with and take a proactive and positive attitude in resolving issues where possible.</p>

6.	<p>Continuous Improvement</p> <p>Identify and implement new initiatives to improve service delivery, creating and sustaining an agile environment and promoting a culture of continuous improvement throughout the Council's business support network.</p> <p>Maximise the use of technology to support the effective management of records, data and information within the the Chief Executive's Office, being mindful of the requirements of Freedom of Information and Data Protection legislation.</p>
7.	<p>Customer Service</p> <p>Through a customer centred approach, develop an expert understanding of the needs of the Chief Executive and their role and enable this to be delivered and supported through excellent customer service.</p>
8.	<p>Change Management</p> <p>As a trusted professional and the secretary to the Corporate Leadership Team, to positively influence throughout the Council and support the delivery of change and improvement as necessary.</p> <p>Anticipate and pre-empt potential challenges or opportunities; advising the Corporate Business Manager or Strategic Adviser accordingly.</p>

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Minimum, education to NVQ Level 3 or equivalent, or possessing relevant compensating experience.	Business Administration or other relevant discipline, such as Project Management.	Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Business support	Expert in the field of business administration, able to lead and drive all aspects of this work and role model good practice for the organisation.	Essential
Business systems and technology	Expert knowledge and experience in the use of technology in the workplace to facilitate efficient and effective workflow and communications. High level of proficiency in Microsoft Office, especially Outlook, Word, PowerPoint, and Excel and MS Teams.	Essential
Generic corporate / legal requirements	Well-developed knowledge of general business requirements such as HR and finance processes (including payments and billing), information management, risk management, business continuity, customer service, health and safety etc and able to be the point of liaison / co-ordination between the Chief Executive's Office and the Council as a whole.	Essential
Public sector / local government services	A strong understanding of public sector / local government services and how they are governed.	Highly Desirable
Skills		
Equality, Diversity and Inclusion (applies to all roles)	The ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role	Essential
Systems	Confidence and aptitude to investigate, learn and adopt new systems.	Essential

	Able to become an expert user of in-house systems once trained / experienced.	
Networks and relationships	Able to develop strong trusted, and effective working relationships across the organisation and with partners, and to create / participate in mutually beneficial networks, role modelling expected behaviours.	Essential
Organisational skills	Excellent organisational skills, able to anticipate, prioritise and organise own workloads and to work on own initiative within tight deadlines. Strong project management, prioritisation, and organisational skills. Conference/Events Management experience.	Essential Essential Desirable
Communication and interpersonal skills	Well-developed interpersonal skills, able to adapt communication style according to audience / purpose, and a flair for creating clear and engaging communications.	Essential
Problem solving	Able to anticipate and pre-empt issues and provide solutions to problems with a calm, balanced and positive approach, demonstrating good judgement.	Essential
Confident and proactive approach	Strong ability to work in a confident, self-reliant, assertive and empowered way, commanding trust and respect and operating as a valued member of the management team. Proactively bringing ideas, challenge and persuasion to continually improve service delivery, with an enquiring mind to explore new possibilities and 'scan the horizon'.	Essential Essential
Integrity	Demonstrates complete discretion and tact, respectful of confidentiality.	Essential
Flexibility and teamwork	Flexible, willing and adaptable, able to work co-operatively as part of teams and networks.	Essential

Experience		
Executive Assistant support	Previous experience of supporting Chief Executive/Board Level Executives and an understanding of the complexities and sensitivities of working at this level.	Essential
Document creation	Able to carry out desk-based research and create draft reports and presentations, including use and manipulation of images and software packages as required.	Essential
Continuous improvement	Demonstrable experience of taking initiative and improving business systems / processes / services.	Essential
Communication and co-ordination	<p>Experience of developing and delivering effective communications across a wide audience.</p> <p>Experience of delivering the effective co-ordination of work across the service / organisation, using basic project management skills and deploying techniques to engage and motivate others.</p>	<p>Essential</p> <p>Essential</p>