

## Job Description

Job Title: Executive Assistant
POSCODE: CCC2076
Grade: SO2

### Overall purpose of the job

This post is integral to ensuring that services across the organisation are able to deliver their objectives. The purpose of this role is to lead and provide an expert business administration and support function, meeting service and corporate objectives, through the delivery of high-quality business support services.

The post will have professional and managerial oversight of the delivery of personal assistant support to senior leaders within a given directorate.

### Main accountabilities

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1.	<p><b>Business Coordination</b></p> <p>To provide accurate, timely and effective support to senior leaders, including diary management and email monitoring as required, in accordance with their requirements and working style, anticipating needs and acting as first point of contact for enquiries from Members, council officers, the public, external partners and other government authorities as required.</p> <p>To lead and co-ordinate projects and packages of work in response to corporate 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>Co-ordinate and link to key corporate areas of work including, but not limited to, MP Enquiries, Complaints and exemption processes and practices.</p> <p>To provide support across different service areas across the Council.</p>
2.	<p><b>Leadership and Workforce Development</b></p> <p>To lead a professional business administration and executive support function that is integral to the management and delivery of services, drives excellence, and enables senior managers and their Services to deliver their key outcomes.</p> <p>Directly line manage Personal Assistants, allocating and supervising their work, coaching and developing them (including through apprenticeship if appropriate), so that they are able to deal effectively with administrative tasks, and are able to provide cover as required.</p>
3.	<p><b>Reporting</b></p> <p>To prepare communications, information, responses to enquiries and complaints, reports and presentations as directed, using tact, persuasion and advocacy as appropriate.</p> <p>To assist with the preparation and organisation of presentations, meetings, workshops and other events, including outside of normal working hours when required.</p>

4.	<p><b>Communication</b></p> <p>To develop excellent working relationships with partners and elected Members to support the delivery of the service.</p> <p>To understand and be aware of political, strategic and policy issues 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 senior officers, councillors, central and regional government, external partners, stakeholder and other such organisations the Council comes in contact with and take a proactive and positive attitude in resolving issues where possible.</p>
5.	<p><b>Continuous Improvement</b></p> <p>To identify and implement new initiatives to improve service delivery, creating and sustaining an agile environment and promoting a culture of continuous improvement.</p>
6.	<p><b>Customer Service</b></p> <p>Through a customer centred approach, to develop an expert understanding of business needs and support service delivery with excellent customer service.</p>
7.	<p><b>Change Management</b></p> <p>As a trusted professional and member of the management team, to influence throughout the Service / Directorate and support the delivery of change as necessary.</p> <p>Anticipate and pre-empt potential challenges or opportunities; advise the manager accordingly.</p>
8.	<p>Demonstrate an awareness and understanding of equality, diversity and inclusion.</p>

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to NVQ Level 3 equivalent, or relevant experience	Business administration or relevant discipline	Essential

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

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Business support	Expert in the field of business administration, able to lead and drive all aspects of this for the service / directorate.	Essential
Business systems and technology	Well-developed knowledge and experience of technology and IT used in the workplace to facilitate efficient and effective workflow and communications.	Essential
Generic corporate / legal requirements	Well-developed knowledge of general business requirements such as HR and	Essential

	finance processes (including payments and billing), information management, risk management, business continuity, customer service, health and safety etc, able to be the key point of liaison / co-ordination between corporate departments and directorate.	
Public sector / local government services	A good understanding of public sector / local government services and how they are governed.	Desirable
<b>Skills</b>		
Equality, Diversity and Inclusion (applies to all roles)	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role	Essential
	Confidence and aptitude to investigate, learn and adopt new systems. Able to become an expert user of in-house systems once trained / experienced.	Essential
Networks and relationships	Able to develop strong and effective working relationships across the organisation and with partners, and to create / participate in mutually beneficial networks.	Essential
Organisational skills	Excellent organisational skills, able to prioritise and organise own workload and to work on own initiative within tight deadlines.	Essential
Communication and interpersonal skills	Strong 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	Demonstrate 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
<b>Experience</b>		
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>
Management	Experience of managing others, allocating and supervising their work, training and performance management.	Desirable
Business support	Experience of line management.	Desirable