

## Job Description

Job Title: Executive Business Support Manager

POSCODE: CCC1403

Grade: P2

### Overall purpose of the job

The post holder has professional and managerial leadership responsibility for the delivery of a high quality, efficient and effective Executive Support Service across the organisation, that supports both operational and strategic service delivery.

The role will be responsible for the development of the Executive Support Service which includes the line management of the Executive Assistants and, through them, all Personal Assistants to the Extended Leadership Team.

The leadership and management of the County Council's Civic and Ceremonial support functions, including support to HM Lord Lieutenant for Cambridgeshire, the Clerk to the Lord Lieutenancy (the Chief Executive), the Chair and Vice Chair of the County Council.

### Main accountabilities

	<b>Main accountabilities</b>
1.	<p><b>Business Coordination</b></p> <p>Lead and manage the executive support service to ensure the delivery of high-quality support to senior leaders across the organisation, ensuring that the needs of the Council's extended leadership team are being met and managed effectively and that there is resilience in the service provision.</p> <p>Provide comprehensive support by identifying risks and issues and developing options to resolve through problem solving and making recommendations to resolve emerging or potential issues as they arise.</p>
2.	<p><b>Leadership and Workforce Development</b></p> <p>Lead, manage and develop a motivated team, ensuring that it is focused on delivering an executive support service across the organisation including the support to the Chief Executive, the Office of HM Lord-Lieutenant for Cambridgeshire, the Chair and Vice Chair of the County Council and Council officers within the Extended Leadership Team. In doing so, work flexibly and in an agile and responsive manner to maintain appropriate levels of executive support.</p> <p>Develop a team of executive support professionals that work together to provide a high quality consistent and seamless service that demonstrates and shares best practice.</p> <p>Develop a team of executive support professionals that ensure that the Office of HM Lord Lieutenant for Cambridgeshire is well managed, supported and works effectively with all relevant partners and stakeholders, including the Royal Household, Cabinet Office and other Government Departments and security agencies.</p>
3.	<p><b>Complaints and Correspondence</b></p> <p>To be responsible for the smooth operation of the Council's complaints procedures. Working collaboratively with the Service Director: Legal and Governance and Executive Directors, ensuring that a consistent, robust and effective approach to the management of all customer complaints is established and supported across the organisation in accordance with best practice, Council policies</p>

	<p>and procedures. Ensure that any complaints escalated to the Local Government Ombudsman are managed in partnership with Democratic Services.</p> <p>Ensure an effective, consistent and high-quality approach to the management of and response to correspondence from Members of Parliament to the Chief Executive and other senior organisational leaders. Ensure that recurring trends and issues are highlighted to the Chief Executive, Executive Directors and Communications Team, as appropriate.</p> <p>Ensure that responses to complaints are provided in a respectful and empathetical way including drafting letters/reports that addresses all the issues raised whilst presenting complex arguments comprehensively and clearly.</p> <p>Manage initiatives to implement recommendations arising from complaints investigation or to improve complaints handling. To offer improvements to current processes which benefit customers promoting best practice and sound customer care for service improvement.</p>
4.	<p><b>Communication</b></p> <p>Develop and maintain trusted working relationships with internal and external stakeholders to support the development and delivery of effective business processes.</p> <p>Ensure that Senior Leaders and/or the Corporate Leadership Team are appropriately briefed on sensitive matters by constantly reprioritising information that comes into the team.</p> <p>Ensure that HM Lord Lieutenant, Vice Lieutenant and Deputy Lieutenants, the Chair and Vice Chair of Council are fully briefed and supported in the performance of their duties.</p>
5.	<p><b>Financial Support</b></p> <p>Oversee the monitoring of budgets and effective administrative systems, ensuring they are successfully managed within Council guidelines, this includes specific responsibility for the Chief Executive's Office Budget, the Lord Lieutenancy Office Budget and the budgets associated with the Executive Support Service.</p>
6.	<p><b>Project Work</b></p> <p>Designing corporate processes to deliver efficiency and effectiveness for internal and external customers in collaboration with stakeholders and leading the implementation of these across the Council including transformation and digital transformation projects in line with the Council project management principles. Leading specific service projects and change initiatives when appropriate, managing projects, problem solving and highlighting and resolving risks and issues.</p>
7.	<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 Degree level equivalent or relevant work-related experience.	Business Administration/Business Studies or an associated subject area.	Essential
Professional management qualification, e.g., Chartered Manager.	General Management / Business Administration or an associated subject area.	Desirable

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

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Executive and Business support	Professional and technical knowledge and experience of executive/business support service delivery and management.	Essential
Business systems and technology	Extensive knowledge and experience of technology and IT used in the workplace to facilitate efficient and effective workflow and communications.	Essential
Generic corporate / legal requirements	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, able to be the key point of liaison / co-ordination between corporate departments and directorate.	Essential
Public sector / local government services	<p>Awareness of the key issues, priorities and pressures affecting local government.</p> <p>Thorough understanding of political structures and environment in which local and central government operate.</p> <p>Experience and awareness of dealing with Civic protocols and support for Civic/Ceremonial Offices.</p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<b>Skills</b>		
Networks and relationships	The ability to exercise appropriate discretion and judgement on issues of significance and importance, and when dealing with politicians and officers.	Essential

	Integrity, diplomacy and credibility with politicians, senior managers, key stakeholders and employees.	Essential
Management	Ability to lead and motivate others and to be a role model for best practice.	Essential
Organisational skills	Excellent organisational skills and the ability to deliver under pressure to prioritise work to meet deadlines.	Essential
Communication and interpersonal skills	Strong written and oral communication skills, with ability to present information in a clear and comprehensive way.	Essential
Problem solving	Ability to analyse and develop innovative, creative and effective solutions to problems.	Essential
Business systems and technology	Confidence and aptitude to investigate, learn and adopt new systems.  Able to become an expert user of in-house systems once trained / experienced.	Essential
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
<b>Experience</b>		
Management	Experience of successfully leading and managing a team of people.	Essential
Document creation	Experience of producing presentations, reports and briefings	Essential
Continuous improvement	Demonstrable experience of taking initiative and improving business systems / processes / services.	Essential
Finance	Experience of monitoring administering and regulating budgets	Desirable
Projects	Experience of project management either on a formal or informal basis	Desirable