

Role Title	Senior Executive Assistant (Leader/ Chief Executive)
Job Family	Deputy Chief Executive Directorate
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO2
<p>Purpose</p> <p>To plan, develop and deliver an executive support service to the Leader/ Chief Executive that enables them to carry out their role and responsibilities in the context of the Council's core strategic priorities.</p> <p>They will provide confidential, high profile administrative support to the Leader/ Chief Executive, liaising with senior stakeholders internally and externally. The role will work closely with Business Managers and Policy and Project Officers to coordinate the work of the Leader/ Chief Executive and contribute to the broader aims of the Leadership Office.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p>
<p>Contribute to the development of service plans to meet strategic business goals.</p>	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p>
<p>Research developments in relevant area. Collate process and analyse information / data.</p> <p>Translate outputs into advisory reports / documents / actions as appropriate.</p>	<p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>
<p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p>

	<p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
<p>Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.</p>	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
<p>Co-operate with and support colleagues.</p>	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p>Job Specific Accountabilities:</p>	

<p>Manage the day to day requirements of the Leader/ Chief Executive, providing a flexible and professional service that enables the organization to meet its strategic priorities</p>	<p>The diary is effectively and efficiently managed in line with principles agreed with the Leader and Chief Executive</p> <p>Correspondence is of the highest quality, with robust processes and systems to ensure that issues are progressed within agreed timescales</p> <p>The Leader/ Chief Executive is sufficiently prepared for all meetings, with agendas, papers and briefings</p> <p>Key meetings are arranged and supported (agendas, paper collation, minutes, action tracking)</p> <p>A comprehensive inbox management system is implemented, in line with the principles set out by the Leadership Office, to ensure effective gatekeeping, handing of information and prioritization</p>
<p>Support governance and systems for monitoring progress of corporate priorities</p>	<p>Be the key responsible officer for managing the agendas and forward plans for the key internal governance mechanisms (SLT, Informal Cabinet, Leader’s Board, place Board etc.)</p> <p>The Leader and Chief Executive feel that they own the agendas and the meetings are run effectively to maximise the use of officer and member time</p> <p>The meetings are run professionally and effectively in line with principles set out by the Leadership Office – the Leader, Chief Executive and senior officers feel supported to deliver on their priorities</p>
<p>Handle sensitive and confidential information</p>	<p>Confidential data is securely stored and handled in accordance with agreed procedures and guidelines</p> <p>Documents and files are archived, stored and managed effectively</p> <p>Use discretion to advise other Chief Officers, senior staff, Councillors, Members of Parliament and contacts outside the Authority</p>

<p>Nature of Contacts</p> <p>Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding May involve direct contact with members of the public.</p> <p>Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>
<p>Procedural Context</p> <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others. Decisions will be made based on Council procedures. Occasionally the post will be expected to work from other locations</p>
<p>Key Facts and Figures</p>

<p>Resourcing</p> <p>Budget Responsibilities: No allocated budget responsibility Supervisory Responsibilities: No direct supervisory responsibility but will have oversight of the work of the Business Support Officers in the Leadership Office</p>
<p>Knowledge, Skills and Experience</p> <ul style="list-style-type: none"> • Experience of complex inbox management and developing systems for prioritisation on behalf of senior leaders • Experience of working with senior officers in an extremely politically sensitive environment • Excellent organisational skills with experience of organising meetings and events with internal or external stakeholders • Excellent verbal and written communication skills, particularly writing letters, briefings and presentations on behalf of Strategic Directors • Ability to use IT systems and O365 packages to produce work of a high quality • Ability to work independently and take initiative, as well as work effectively as part of a team to deliver strategic objective • Ability to work confidentially and deal with sensitive information • Be adaptable and resilient in order to respond to changing work priorities in a fast paced environment

- Experience of organising projects and events on behalf of senior leaders, within tight timescales

- Expert user and creator of systems and information systems, with the ability to collate, manipulate, analyse and present data.
- Expert practical application of IT systems and software packages, including spreadsheets, databases and presentation programmes.
- Excellent organisational skills and ability to manage a complex and varied diary and workload with a flexible and innovative approach to work.
- Excellent interpersonal and communication skills (written and oral) including literacy, tact and diplomacy.
- Ability to work on own initiative and with minimal supervision and able to make accurate, considered judgements and decisions, whilst knowing when to escalate.
- Ability to deal sensitively and discretely with confidential matters with an appreciation of confidentiality requirements within the workplace
- Ability to advise the Leader, guide/negotiate as appropriate whilst taking decisions appropriate to grade
- Ability to investigate and instigate change and support same across whole organisation
- Experience of writing correspondence, briefings and other high level communications
- Robust, resilient, creative, highly motivated and not easily discouraged
- Ability to work flexibly and collegiately in a high pressure and fast changing environment
- Excellent time management skills to manage a complex workload, prioritise and set deadlines and cope with conflicting and changing demands
- Experience of executive decision making process with high level of political sensitivity including the ability to maintain political neutrality

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.