

Role Title	Executive Assistant to Strategic Director
Job Family	Deputy Chief Executive Directorate
Competency Level	All Colleagues
Pay Range / Scale	PO1
<p>Purpose</p> <p>To provide confidential executive and administrative support through a number of different systems and processes to ensure that the support a Strategic Director is of an excellent standard and supports service delivery. Contribute to the broader aims of the Leadership Office Team in forward planning and co-ordination of key events and projects.</p>	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	<p>The service is delivered to the quality, organisational and professional standards required</p> <p>Customer / stakeholder expectations are managed in relation to what can be delivered.</p> <p>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p>
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	<p>Procedures are adhered to and all information is correctly recorded and processed.</p> <p>Accurate, complete and relevant information / records / reports are provided for internal and/or external use.</p>
Develop specialist documents / materials / activities to support / promote the service area.	<p>All materials / activities are delivered to the required standards and timescales.</p> <p>Communications are clear, well planned and effectively targeted.</p>
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	<p>Expert advice, information and support are provided on the full range of issues within the field of expertise.</p> <p>Queries / complaints are effectively managed.</p> <p>Appropriate action is taken to resolve the issue.</p> <p>Customers are satisfied.</p>
Maintain information systems which support the specialist area. Contribute to the development of these systems.	<p>Changes to systems, are identified and recommended.</p> <p>Systems meet operational requirements.</p>
Work closely with others to clarify changing customer / organisational requirements.	<p>Customer requirements are identified and documented.</p> <p>Improvement opportunities are identified and recommended.</p>

Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	<p>Specialist work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Best practice is shared.</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.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
Effectively manage the time of Strategic Directors through diary and inbox management systems and processes	<p>Diary of the Strategic Directors are efficiently and effectively managed, in line with agreed working principles</p> <p>Strategic Directors are sufficiently prepared for all meetings, with agendas papers and briefings</p> <p>Key meetings are arranged and supported (through agendas, paper collation, minutes, action tracking etc.)</p> <p>An inbox management process is agreed with the Strategic Director, in line with the principles set out by the Leadership Office, to ensure effective gatekeeping, handling of information and prioritisation</p>
Handle sensitive and confidential information	<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 on any matter connected with the Executive/Corporate Director's work and the Directorate</p>
<p>Effectively support the key priorities and any associated risks and issues of the Directorate</p>	<p>Take a leading role in the forward planning for the directorate of the Strategic Director, ensuring that they have the relevant oversight of progress on key programmes and sign offs on papers, agendas, etc.</p> <p>Co-ordinate management team meetings, with agendas actions and other key logistics</p>
<p>Contribute to the wider aims of the Leadership Office and directorates</p>	<p>Work collaboratively with the Leader and Chief Executive's Offices, other Executive Assistants/ Leadership Support Assistants and the Business Manager to support key programmes and priorities corporately</p> <p>Develop shared working practices with the relevant Leadership Support Assistants to support strong working relationships between Cabinet Members and Strategic/ Corporate Directors</p>
<p>Maintain the reputation and professionalism of the department and individual Corporate Directors</p>	<p>Answer calls and enquiries raised by members of the public, staff trade unions, Councillors and Members of Parliament that deal with the complete range of issues covered by the Service area. Screen all callers on behalf of the Strategic Director and channel them to the appropriate officers</p> <p>Visitors are welcomed and feel comfortable</p> <p>The service provided to Cabinet Members is highly valued by them.</p> <p>Feedback is sought regularly and acted upon.</p>

<p>Nature of Contacts</p>
<p>Key contacts are internal and external customers/stakeholders</p> <p>Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>

Procedural Context
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council and legislative policies and procedures</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p> <p>Occasionally the post will be expected to work from other locations</p>

Resourcing
<p>Budget Responsibilities: No budget responsibility</p>
<p>Supervisory Responsibilities: No direct supervisory responsibility but will require working collaboratively with Leadership Support Assistants within the directorate pod</p>
Knowledge, Skills and Experience
<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, ideally in a political 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 •

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.
Relevant professional qualification

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.