

Job Profile

Position Details	
Post	Executive Assistant
Service Area	Chief Executive's Office, Strategy and Communications, Chief Executive's Service
Reports to	Senior Business Manager
Grade	PO2
Job Family	

Role Purpose
To provide professional and proactive diary and administrative support to members of the council's Corporate Board (senior leadership team), and wider Chief Executive's Office.

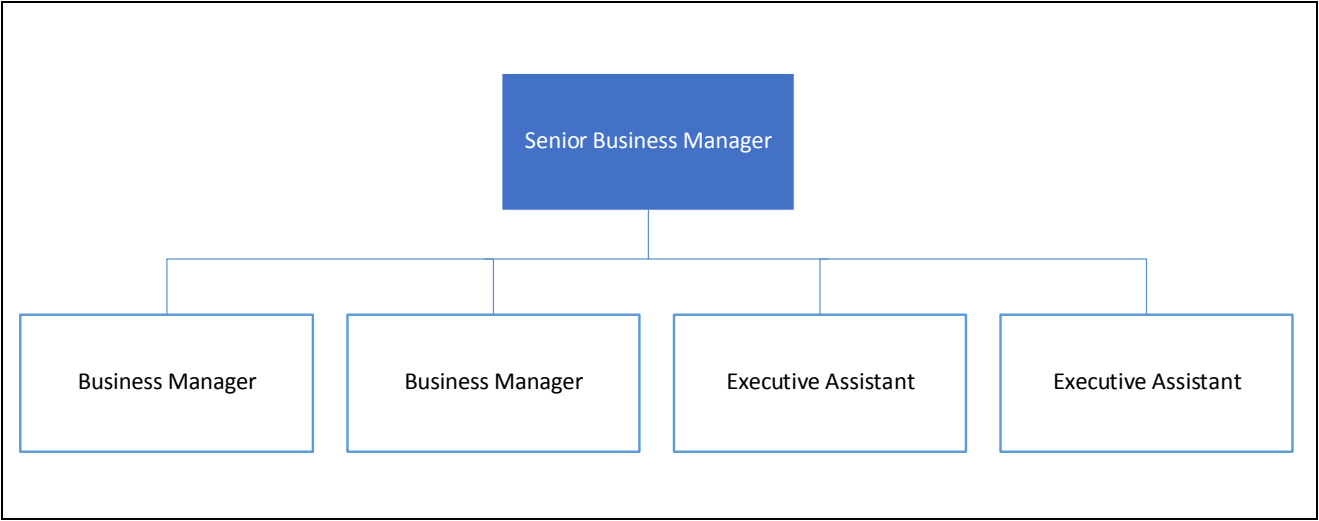
Main Responsibilities
<ol style="list-style-type: none"> 1. Effectively and efficiently manage Corporate Board diaries, ensuring they make the best use of their time. 2. Manage meetings, including booking venues, organising refreshments, planning agendas and inviting and receiving attendees. 3. Liaise with the most senior officers, officials and politicians, both internally and from external organisations, dealing with issues of a sensitive, confidential and complex nature and build good working relationships. 4. Deal with members of the public on behalf of directors, where often there will be complaints and difficult issues to manage and the Council's reputation is at stake. 5. Develop a good knowledge of the functions, operations and programmes of the Council in order to maintain effective support to Corporate Board. 6. Oversee enquiries and complaints on behalf of directors, ensuring these are directed to relevant officers and are responded to on time. Maintain and manage other office systems including files and databases of information where appropriate 7. Deal efficiently and sensitively with telephone calls or personal inquiries made, or referred to the Business Management Team by the public, councillors, or council staff. 8. Respond to enquiries courteously and helpfully, providing accurate information or seeking the information from others if unable to answer the enquiry 9. Undertake other tasks as determined by the operational needs of the service including attending and participating in a range of meetings as appropriate 10. Efficiently and sensitively deal with the confidential information that is encountered in a political environment.

Generic Responsibilities
<ol style="list-style-type: none"> 1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements. 2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies. 3. Knowledge and experience of using IT. 4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<u>Knowledge</u> <ul style="list-style-type: none"> • Good understanding of the roles, responsibilities and functions of a local authority • Knowledge of the council's corporate priorities 	<p>Essential</p> <p>Desirable</p>
<u>Skills</u> <ul style="list-style-type: none"> • Ability to work with minimum supervision, determining priorities and dealing with conflicting demands • Highly organised and able to forward plan, manage expectations and anticipate what is needed. • Excellent communication skills, both written and verbal. • Ability to manage someone else's time well, and ensure they are at the right place at the right time. • Good IT skills and competent using email and office systems 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<u>Experience</u> <ul style="list-style-type: none"> • Experience of working with senior executives, managing diaries and dealing with correspondence. • Experience of working with a variety of people, including politicians, residents and key stakeholders • Experience of dealing with difficult situations, and helping find the appropriate solution 	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>

Main Contacts & Other Information
<u>Main Contacts:</u> Director of Adults and Health Assistant Director for Corporate Governance Senior Business Manager Business Manager – People

Organisational Structure



Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
X				
Are the staff based at the same work location?				NA
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	90%	Use of a computer.	Yes	90%
Audio typing.	No		Crisis or conflict situations.	No	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
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Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
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Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
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Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
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Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
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Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
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