

Job Title	Executive Assistant		
Job Number			
Grade (if known)	5/6		
Directorate	Borough Services		
Business Unit /Section	Customer Services, Corporate Support		
Responsible to (job title)	Corporate Office Manager		
Responsible for total number of direct reports	0	Responsible for total number of staff managed	0
Main purpose of job			
<ol style="list-style-type: none"> Working as part of the Corporate Support Team providing an agile and proactive Executive Assistant business partnership level of support to Executive Directors and other identified individuals, including the Chief Executive and Leader of the Council as required. 			
Main responsibilities			
<ol style="list-style-type: none"> Creating a relationship with the Executive(s) based on a business partnership, shared values and common goals. Ensuring awareness of strategic plans and issues to be addressed. Acting as the first point of contact and by default representing the Executive Directors and other identified officers in all contacts with internal and external customers and stakeholders. Under the direction of the Corporate Office Manager, working closely with other members of the Corporate Support Team by being proactive in meeting the requirements of Executive Directors and other identified individuals on a daily basis. 			
Key tasks			
<ol style="list-style-type: none"> Schedule frequent one to one meetings with the Executive(s) to better understand their priorities and how best to support these by gaining regular feedback to improve the service delivery. Anticipate the needs of the Executive(s) by exercising sound judgement and understanding of the politics of a situation and in how the organisation functions. Champion smart working practices; identifying new approaches that meet the future needs of the Executive(s), e.g. embracing new technology. Review, update and manage calendar schedules for Executive(s) and the coordinating of attendees; agendas and logistics for the meeting. Provide accurate minutes of meetings and tracking actions or outcomes. The timely preparation and delivery of briefing information for meetings. Screen incoming calls, acknowledge and respond to other forms of communication (e.g. emails and letters), distributing or flagging to Executive(s) as appropriate. 			

8. Undertake research with external partners to produce statistical information which may be incorporated into report documents and presentations as required.
9. To ensure the delivery of work meets corporate standards and achievement of agreed deadline.
10. Understand that you represent the Executive(s) you support, so awareness of your privileged position, managing all tasks with complete discretion and absolute confidence whilst demonstrating the council's Going BEYOND values.
11. A willingness to embrace delegated time bounded tasks; workloads; training and development as required by the Corporate Office Manager.
12. To ensure that the service delivery complies with current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation (including GDPR, Equalities, Health and Safety and Safeguarding).

Essential User	No
Special features and/or equipment <i>(anything 'out of the norm')</i>	<p>Respect for confidentiality is a requirement of this post.</p> <p>Post holder must be flexible and available to work between the hours of 7am and 7pm should the need arise</p> <p>Working outside of normal hours is a requirement of this post</p> <p>An understanding of local government, procedures and set up.</p>

This document sets out the main dimensions of the job it describes.

It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.

Competency bar

The following criteria must be evidenced, to the satisfaction of the Executive Office Manager, for post holders to progress from Scale 5 to Scale 6 (progression will always be to the bottom of Scale 6).

1. Demonstrate full competence in all of the main responsibilities and key tasks required of the Executive Assistant role.
2. Demonstrates a good technical knowledge and understanding of the support requirements for each of the individuals supported by the Executive Support Team and is able to "act up" for the CX Executive Assistant in their absence, ensuring a 'seamless' service delivery to all customers.
3. Demonstrates a positive 'can-do' attitude and willingness to embrace new ways of working, and is a strong and credible communicator that engages with other team members to ensure that the team delivers the highest possible level of service.
4. Delivers excellent internal and external customer service in all communications (e.g. in written correspondence, visitors in person, on the telephone etc.) with all of the Executive Support team's customers.