

## Job Description : Executive Assistant

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	<b>Executive Assistant</b>
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b>
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> <li>To provide a high quality, strictly private and confidential personal assistant service to the Chief Executive, Executive Directors, Senior Managers, Leader, Deputy Leader &amp; Mayor.</li> </ul>	

## MAIN DUTIES AND ACCOUNTABILITIES

- 1) To work closely with the Executive Management Team and manage their workload.
- 2) To work as a proactive member of the Business Support team providing cover and resilience as required.
- 3) Provide a comprehensive executive support service across the range of Business Support work, anticipating requirements for paperwork/information/ hospitality.
- 4) To prioritise day to day work load effectively responding to the needs of their identified Principal(s)
- 5) To provide a high quality response to telephone calls, draft emails, letters, etc. and co-ordinate responses with minimal supervision and guidance.
- 6) Provide an initial, confidential first point of contact.
- 7) Manage the Executive Management Team's time by proactively managing their diary, forward planning and organising regular meetings and events to ensure a workable, balanced daily schedule of meetings and commitments.
- 8) Demonstrate a positive ownership of the work of the Council.
- 9) Deal with sensitive situations efficiently and confidentially.
- 10) Compile agendas, take accurate minutes and follow up action for a range of meetings. This will include co-ordinating arrangements for meetings, internally and externally, assembling appropriate material as required to ensure their smooth running, and the ordering of all necessary equipment and refreshments.
- 11) Take responsibility for managing incoming correspondence and emails, including screening, distributing/securing responses and responding as far as possible, bearing in mind the needs of internal and external customers.
- 12) Scheduling regular meetings between the Executive Management team and their direct reports, preparing agendas and papers as appropriate.
- 13) Develop and continually improve effective information management systems, including maintaining an efficient brought forward system to monitor work that has been delegated elsewhere.
- 14) Undertake research and present findings as requested by the Business Support Manager/Principal.
- 15) Develop, update and act on own personal development plan, and be ready to share learning with others.
- 16) Carry out such duties as may be required as appropriate to the post.
- 17) Be proficient in the use of IT, in particular Microsoft Office software (Word, Outlook, Excel and PowerPoint).

### Health and Safety

Comply with all Health and Safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

## DIMENSIONS OF THE ROLE

- The Executive Management Team has a significant workload which requires on-going, pro-active administrative support.
- Be able to work collaboratively with the Executive Management Team and anticipate where you can positively contribute to the smooth delivery of their workload.
- Be able to manage own workload and work autonomously when required
- Work collaboratively within the Business Support team to ensure smooth service delivery.

## AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Key contact point – judgement, sensitivity and confidentiality required when handling enquires and complaints
- Identifying critical issues for attention and decision making, judging priorities and filtering these sensitively and appropriately
- Promoting Waverley's corporate objectives and a positive image through daily liaison with other Council staff, members of the public, councillors, partners and other business contacts.

## PLANNING/ORGANISING/CONTROLLING

- Anticipate opportunities to support the Executive Team e.g. by providing paperwork/information/hospitality.
- Prioritise own workload
- Provide cover and resilience within the Business Support team during periods of absence.

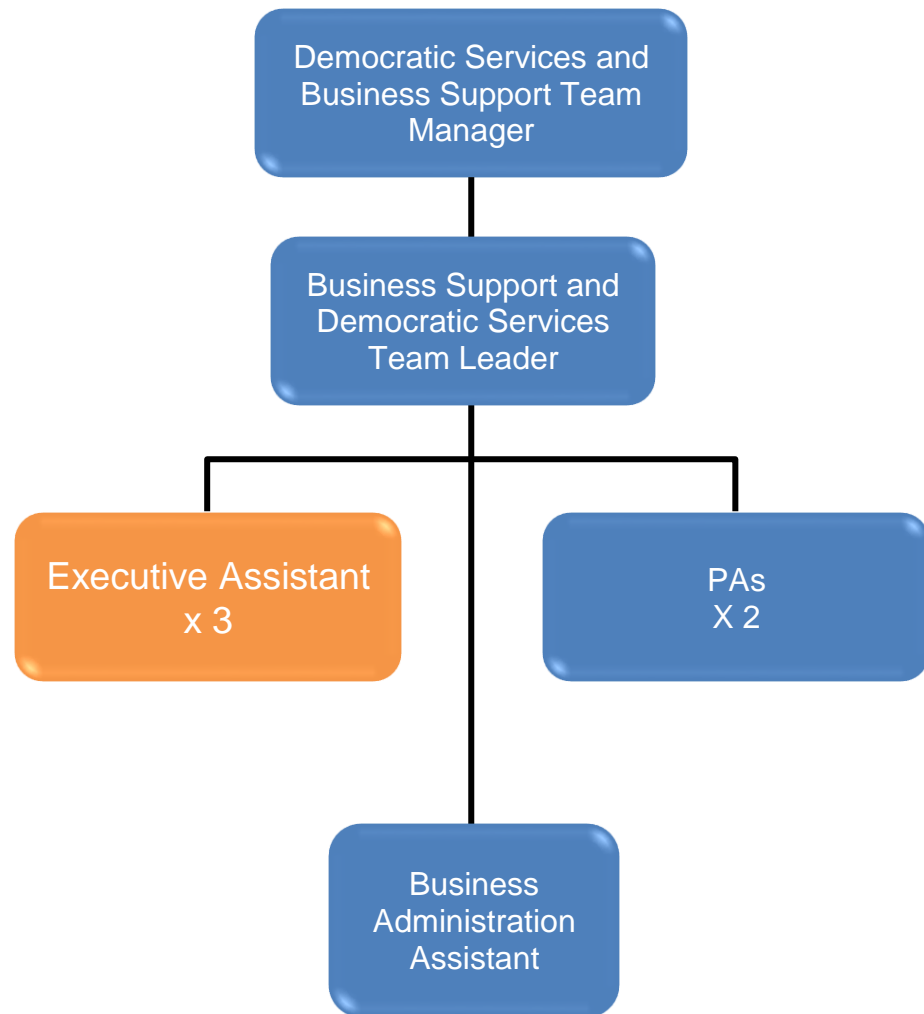
## CUSTOMERS AND CONTACTS

### INTERNAL

- Elected Members
- Directors and Heads of Service
- Business Support Team members
- Policy and Governance
- Management Group
- Communications
- Facilities and IT
- Legal
- Democratic Services

### EXTERNAL

- Members of the Public
- MPs
- Clerks to Town and Parish Councils
- Leaders, Elected Members and senior officers of other Councils
- Providers such as Police and Health
- Relevant partner organisations



## PERSON SPECIFICATION

Candidates must be able to fully demonstrate all essential criteria within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	Good standard of education to GCSE level C or equivalent, including English and Maths. Experience of providing high quality administrative support to senior manager, managing competing demands.	<b>A/I</b>		
<b>KNOWLEDGE /TECHNICAL SKILLS</b>	Technically proficient with Microsoft Word, Excel, PowerPoint and managing multi-calendars in Outlook.  Demonstrates ability to learn new technology.  Can demonstrate experience managing multiple complex senior diary commitments	<b>A/I</b>	Knowledge of Safeguarding	<b>A/I</b>
<b>COMMUNICATION</b>	Demonstrable accurate and appropriate communication verbal and written skills. Applies appropriate level of confidentiality. Demonstrates enthusiasm and commitment to the task. Communication is timely and relevant people are kept informed. Can choose the most effective communication method for the situation and individual.	<b>A/I</b>		
<b>CUSTOMER SERVICE</b>	Understands the role and goals of the organisation and Executive Management Team role in	<b>I</b>		

	<p>meeting customer expectations.</p> <p>Takes ownership of customers' requests, manages expectations and responds in a prompt and helpful manner.</p> <p>Deals with customers in accordance with our commitment to equality.</p>			
<b>TEAM WORKING</b>	<p>Anticipates opportunities to support e.g. by providing paperwork/information/hospitality</p> <p>Contributes positively to the team culture</p> <p>To work with the other team members to build resilience in order to support members of the Senior Team and Council Leaders as and when required.</p>	<b>A/I</b>		
<b>MANAGING SELF AND OTHERS</b>	<p>Able to work without direct supervision on own initiative and to tight deadlines</p> <p>Able to prioritise own workload and to multi-task</p> <p>Achieves objectives with commitment to quality and accuracy.</p> <p>Able to problem solve and identify resources to help find the best solution to the problem</p> <p>Applies an appropriate sense of humour.</p>	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	<p>Proactive, adaptable and flexible.</p> <p>Demonstrates a constructive/positive approach to challenges.</p> <p>Uses initiative.</p>	<b>A/I</b>		
<b>SPECIAL REQUIREMENTS</b>	<p>For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet item.</p>	<b>A</b>		

**How assessed**

A = Application CV/Personal Statement  
 C = Certificates/professional Registration  
 D = DBS police check  
 E = Exercise  
 I = Interview  
 M = Medical assessment

**Basic Disclosure Clearance - Government Requirement for Accessing Council and Government Data**

To comply with the Public Sector Networks (PSN) "Code of Connection", Waverley Borough Council, like other public organisations, need to undertake basic disclosure checks for unspent convictions only, in respect of those staff who will access our IT systems. As a result, a Police Act Disclosure form, together with Guidance Notes, will be sent to you if you are successful in the appointment of this post.

For Official Use only			
<b>Job title:</b>	Executive Support Officer	<b>Post no:</b>	
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>JE score:</b>	233
		<b>Pay band:</b>	8
		<b>Position type:</b>	Full time: 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>Level 2</b>	
	Customer Service:	<b>Level 2</b>	
	Team Working:	<b>Level 2</b>	
	Managing Self and Others:	<b>Level 2</b>	
	Can do approach/Results	<b>Level 2</b>	
<b>REVIEWED BY:</b>	<b>Robin Taylor</b>	<b>DATE:</b>	Sept 2020
<b>CHECKED IN:</b>	HR	<b>DATE:</b>	Sept 2020
<b>LAST UPDATED:</b>	September 2020		