

Role Title	Executive Assistant
<p><b>Role Purpose</b></p>	<p>The purpose of this role is to provide high level executive support to the designated members of the Corporate Management Board, made up of the Chief Executive and three Joint Strategic Directors, key members of the Executive and the Mayor of Waverley.</p> <p>The role provides integral services to the Executive team creating capacity by the provision of organisation, discretion, pro-activity and problem-solving relieving principals of routine transactional and administrative work and providing assistance in strategic work, as required, whilst managing competing demands and changing schedules to help the Corporate Management Board to be efficient and effective in leading the Councils.</p>
<p><b>Role Specific Accountabilities</b></p>	<p>The role is accountable for providing high-level executive support to the designated members of the Corporate Management Board. The role will be across both councils and will be their Principal's designated first point of contact and representative for the public, councillors, key stakeholders and officers.</p> <p>The role also provides resilience within the Business Support Team and the CMB/Executive, with postholders working proactively and flexibly to provide consistent high-level and timely business support at the appropriate level. Postholders must be able to work with confidentiality and discretion and manage political relationships and sensitivities.</p> <p>They will work in a collaborative environment, across both councils, and within their teams, acquiring, assimilating and, where appropriate, disseminating corporate knowledge at pace.</p>
<p><b>Key Dimensions</b></p>	<p><b>Direct Reports:</b></p> <p>- None</p>

**Additional Notes:**

1. All work performed and duties undertaken must be carried out in accordance with relevant Council and Service policies and procedures, within legislation and with regard to the needs of our customers and the diverse communities we serve.

2. 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.
3. You will be expected to be flexible in your duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as request by your line manager.
4. This is a politically restricted post. You cannot be elected as a councillor in any local authority whilst employed in this role.

### **Health and Safety / Risk Management**

1. Ensure that all aspects of the Councils' Health and Safety Policies and Procedures are adhered to.
2. Be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of corporate and service objectives.
3. Adhere to the relevant Councils' constitution.
4. Champion Safeguarding policy and practice.

### **Contacts and Relationships**

In this post, you will have significant contact with Councillors and senior officers of the Council.

## **Executive Assistant**

**(please note the below are all essential requirements)**

### **Qualifications**

1. Educated to at least an A-level or equivalent experience
2. Professional qualification in a related subject or equivalent experience
3. Evidence of commitment to professional development (CPD)

### Experience

1. Experience of the provision of high-level Executive Support at a senior level, e.g., Chief Executive, Director level

### Knowledge

1. Detailed understanding of the requirements needed to support a Chief Executive and Directors at a high level.

### Skills and Abilities

1. Able to triage incoming work, problem solving and resolving routine matters, escalating and prioritising more complex issues to their principal.
2. Proactively managing through the identification and follow up of key tasks and actions
3. Pro-actively research and source information for a range of work with the ability to provide initial drafts for complex correspondence, projects and presentations, as required.
4. Effective event organisation, co-ordination and arrangements of relevant logistics and planning for a successful event across a range of group sizes and locations.
5. To prioritise day to day workload, effectively responding to the needs of their identified Principal.
6. To provide a high quality first point of contact to customers and external stakeholders via telephone calls, emails, letters, etc. and co-ordinate responses with minimal supervision and guidance. Be able to confidently communicate on behalf of their Principal to high-level internal and external stakeholders.
7. Ability to deal with sensitive situations using discretion and political awareness. Identifying and escalating potential issues to their Principal, where appropriate, and providing the appropriate follow-up
8. Compilation of agendas, accurate minute-taking and ownership of action trackers for a range of meetings. This will include co-ordinating arrangements for meetings, as appropriate, internally and externally; assembling appropriate material as required to ensure their smooth running; the ordering of all necessary equipment and arranging meeting spaces. Following up actions on behalf of their Principal to ensure projects are delivered on time.

9. Develop and continually improve effective information management systems, including maintaining an efficient brought forward system to monitor work that has been delegated elsewhere.
10. Proactive diary management, understanding the demands on the Principal's time, and taking informed decisions on the arrangement and placement of meetings and attendance decisions at meetings with the minimum of guidance.
11. Bringing to the attention of the Principal any issues identified in the provision of service cover, and ensuring that corporate policies, such as Performance Agreement meetings, are implemented and carried out.
12. Undertake research and present findings as requested by the Business Support Team Leader/Principal, or on own initiative, according to business needs.
13. Comfortable with financial processes, being able to set up suppliers, raise purchase invoices and manage invoice and payment requirement.
14. Provide support across the council, as directed by the Business Support Team Leader or the Principal to support their Principal's role in major events, such as Elections
15. Technically proficient in the use of the Microsoft Office Suite and demonstrate an ability to learn new technology swiftly.

## Competencies

1. **Can Do Approach/Results (Level 2)** Initiative – Acting on one's own initiative to be able to proactively manage workload to provide excellent business support to the designated member of the Corporate Management Board.
2. **Customer Service (Level 2)** Decision Making – Being able and comfortable to make important decisions around resources, workload and responses in line with corporate practice.
3. **Managing Self and Others (Level 2)** Planning and Organising – Excellent planning and organisational abilities to meet the current and forthcoming requirements of the designated member of the Corporate Management Board.
4. **Communication (Level 3)** – Excellent communication in all forms with a range of people including the designated member of the Corporate Management Board, the Joint Management Team, Councillors, internal staff at all levels, members of the public and other key external stakeholders.
5. **Communication (Level 1)** Confidentiality and Discretion – Being able to work to support sensitive work with confidentiality and discretion

6. **Customer Service (Level 3)** Problem-solving – to be able to identify corporate risks and problems, working to provide suggested solutions in non-complex matters, and otherwise employing appropriate escalation to the Principal and other related parties.
7. **Customer Service (Level 1)** Timeliness – To be able to work to deadlines and to ensure that work is undertaken, responded to and where appropriate followed up in a timely manner.
8. **Team Working (Level 2)** Flexibility – Being able to adapt and work in a flexible way to meet the demands of the job and the support required of the designated member of the Corporate Management Board.
9. **Team Working (Level 2)** Resilience – Being able to provide support, as directed by the Business Support Team Leader, across the range of the Business Support Team work.
10. **Team Working (Level 3)** Political awareness – an appreciation of the political sensitivities in the Council and an ability to negotiate through these when communicating with councillors, officers and external stakeholders