**Executive Support Assistant - Job Description**

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| **Post title** | Executive Support Assistant |
| **JE Reference No** | N11164 |
| **Grade** | Grade 6 |
| **Service** | Resources |
| **Service Area** | Business Services |
| **Reporting to** | The post holder will be accountable to the Team Leader/Executive Support officer |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To work as part of the Executive Support Team to provide effective, flexible, and responsive Personal Assistant support to the Senior Manager/Leader.

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| **Duties and responsibilities** |

**Job Specific Duties and responsibilities**

* Responsible for contributing to the efficient and effective provision of personal assistant and administrative support to the Senior Manager/Leader.
* To manage the electronic diary of the Senior Manager/Leader, arrange appointments and meetings.
* Receiving and dealing with incoming correspondence, corresponding on behalf of the Senior Manager/Leader where appropriate.
* Act as the first point of contact for the Senior Manager/Leader and answer and deal with telephone and personal enquiries and correspondence on their behalf.
* Arrange meetings including booking of venues, invitations, organizing agendas and papers.
* Take actions and minutes for meetings as required. Undertake progress and task chasing arising from meetings.
* Plan and organise travel, accommodation, and hospitality requirements.
* Produce documents, reports, letters as required. Produce and update presentations and spreadsheets using relevant software packages on behalf of the Senior Manager/Leader
* Undertake projects and administrative tasks appropriate to grade as directed by the Senior Manager/Leader/Team Manager.
* Set up and maintain effective administrative processes and electronic filing systems.
* Effectively communicate with Elected Members, Senior Officers in the Authority and with representatives of other agencies and members of the public.

**Strategic**

* Act responsibly and within the Council’s policies at all times.
* To assist in implementing new technologies that will enable continuous improvement of service delivery.

**Miscellaneous**

* Maintain professional competence and, in particular, awareness of changes in law, policy and Government advice which are relevant to the advice and service given by the Authority at all times.
* Uphold the Authority’s standing as a body providing public services in a professional, competent, helpful, and polite manner.
* All members of staff are required to undertake they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.
* Deputise for the Executive Support Officer/Team Manager on all matters associated with the Service as directed.
* The Council has in place an Induction Programme designed to help new employees to become *effective in their roles and to find their way in the organisation.*

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 in Business Admin or equivalent relevant qualification.
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| Experience | * Planning and organising meetings/events
* Researching information
* Formatting and preparation of documents and reports
* Administrative systems and procedures.
 | * Previous support to a manager
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| Skills & Knowledge | * Excellent communication skills.
* Political sensitivity and awareness
* Ability to produce information in a variety of formats.
* Ability to set up and manage effective filing systems.
* Confident in using a range of technology including Microsoft Office applications
* Evidence of ability to prioritise workload.
* Capable of individual initiative.
* Ability to work accurately and methodically
* Diary keeping
* Minute taking
* Good keyboard skills
 | * Good IT skills. Use of word and excel.
* Use of various software packages
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| Personal Qualities | * Ability to use own initiative
* Commitment to continuous improvement.
* Ability to work under pressure
* Personal commitment and motivation
* Pro-active
* Approachable
* Flexible
* Discretion and Confidentiality
* Reliable
* Team Worker
* Good communicator
* Flexible attitude to work.
* Approachable.
 | * Prepared to learn new skills.
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