

Job Description	
Post title	Executive Assistant (Business Support)
Post No	SVCC EA 1
Grade	Scale 3 to 4 (subject to job evaluation)
Salary	To be confirmed following job evaluation and grading
Hours	Part-time, 0.6 FTE (approximately 22 hours per week), working pattern to be agreed
Reporting to	Clerk and Responsible Financial Officer, and Deputy Clerk / Governance and Compliance Officer
Responsible for	No direct line management responsibility
Location	The normal place of work will be the Council Offices, 20-22 Astley Road, Seaton Delaval, but the post holder may occasionally be required to work at other locations to support Council activities.
DBS	This post is subject to a Basic disclosure.

Description of role

The Executive Assistant (Business Support) provides efficient, responsive and high-quality administrative and front-facing support to the Council. The primary purpose of the role is to support the Clerk and the Deputy Clerk, with additional support provided to the wider officer team. The postholder ensures the effective operation of the Council office, a consistent and accessible service to the public, timely and accurate support to governance processes, and reliable administrative assistance across Council functions.

The postholder is expected to work proactively and use their own initiative, anticipating the needs of the Clerk and Deputy, progressing work without waiting to be asked, and keeping systems, schedules and deadlines on track. The post does not carry statutory, financial decision-making or senior governance responsibility, which remain with the Clerk and Responsible Financial Officer and the Deputy Clerk.

Duties and responsibilities

Support to the Clerk, Deputy and wider officer team

- Provide proactive, high-quality administrative support to the Clerk and Deputy Clerk, anticipating their needs and progressing tasks on their behalf without waiting to be asked.
- Provide administrative support to the wider officer team as required, assisting with the coordination of operational tasks and documentation.
- Take ownership of allocated tasks and see them through to completion, flagging issues, gaps or risks early.

Reception and community access

- Act as a first point of contact for residents, handling telephone, email and face-to-face enquiries in a professional, welcoming and accessible manner.
- Support public access to services, including assistance with forms, applications and online systems, and signpost enquiries to the appropriate service where necessary.

Administrative and business support

- Maintain accurate filing systems, both electronic and paper, and manage correspondence, records and document control processes.
- Maintain office supplies, equipment and servicing arrangements, and support effective record keeping in line with data protection requirements.
- Proactively manage diaries and scheduling for the office, anticipating and preparing for upcoming commitments and deadlines.

Policy and corporate document support

- Undertake the editing, formatting and version control of policy and corporate documents to what the Clerk and Deputy Clerk agree, ensuring accuracy and consistency.
- Maintain and proactively chase a schedule of updates and reviews for all corporate documents, prompting the Clerk and Deputy ahead of review dates so nothing falls overdue.

Governance and committee support

- Assist in the preparation of Council and committee meetings, including collation and formatting of agenda papers, quality checking documentation, distribution and publication of papers, and meeting logistics.
- Anticipate and prepare for statutory publication requirements and deadlines, supporting compliance.

Financial administration (transactional support)

- Process routine financial transactions, including receiving and recording payments, maintaining cash records and supporting banking processes.
- Provide administrative support to financial systems, such as invoice processing and data entry. The role does not include responsibility for financial control, authorisation or statutory Responsible Financial Officer duties.

Communications and publication support

- Upload and publish approved content to the Council's communication platforms, including the website, social media and community publications, as directed and once content has been agreed by the relevant officer.
- Provide administrative support to the dissemination of Council communications and to the publication of information required for transparency. Responsibility for the planning and content of communications and engagement rests with the Engagement and Development Officer.

Operational coordination

- Maintain diaries for the office, including contractor visits and servicing schedules, and liaise with contractors and suppliers as required.
- Provide proactive administrative support to small projects and service initiatives, keeping them moving and on schedule.

Information governance and compliance support

- Assist in maintaining records required for Freedom of Information requests, data protection compliance and publication requirements.
- Support the accurate recording and retrieval of information.

Health and safety support

- Assist in maintaining records for health and safety compliance, such as servicing schedules.
- Report concerns or issues appropriately and support a safe working environment.

Role boundaries

In line with the Council's governance framework, this role does not hold statutory responsibilities such as Proper Officer or Responsible Financial Officer duties, does not undertake financial decision-making or authorisation, and does not hold line management responsibility. Where responsibilities extend beyond this scope, the role should be subject to formal review and job evaluation.

Common duties and responsibilities

Quality Assurance

To understand and adhere to standards at individual, team performance and service quality so that the customer and the Council's requirements are met and that the highest standards are maintained.

Communication

To participate in and adhere to the team's communication processes and take responsibility for keeping up to date with all relevant procedures, policies and objectives associated with the role.

Professional Practice

To take responsibility for behaving professionally at all times, ensuring that work is carried out to the highest standards and in line with the team's and Council's stated policies or procedures. This includes adhering to the Council's Code of Conduct.

Health and Safety

Take responsibility for understanding and adhering to health and safety requirements for their service area, in line with the Council's Health and Safety Policy.

Appraisal

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

Equality and Diversity

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an established Equality and Diversity Policy.

Confidentiality

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work. All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imparted in the course of work and using Council information assets.

Induction

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.

Person specification

	Essential	Desirable
Qualifications	Good standard of general education, including literacy and numeracy.	Relevant administrative or customer service qualification.
Experience	Experience in an administrative, executive support or clerical role. Experience of dealing professionally with the public or delivering customer service. Experience of working with documents, systems and records.	Experience within a local government or public sector environment. Experience supporting formal meetings or committees. Experience managing websites or social media.
Skills and Knowledge	Strong organisational and administrative skills. Ability to work on own initiative with minimal supervision, anticipating needs and prioritising without waiting for direction. Ability to prioritise work, take ownership of tasks and meet deadlines. Ability to organise and coordinate multiple activities and deadlines, maintain effective diary and tracking systems, and follow matters through to completion. Good judgement about what can be dealt with directly and what should be referred to an officer. Good written and verbal communication skills. Competent IT skills, including Microsoft Office, email systems and basic website	Awareness of local council governance and statutory processes. Experience of document version control and maintaining review schedules.

	Essential	Desirable
	use, with the confidence to learn new systems. High level of attention to detail and accuracy in document handling.	
Personal Qualities	Proactive, self-motivated and confident self-starter, with a can-do approach to getting things done. Professional, positive and approachable manner, with the confidence to communicate appropriately with a wide range of people, manage expectations and maintain appropriate boundaries. Reliable and well organised. Ability to work independently and as part of a team. Ability to handle confidential information appropriately. Flexible and adaptable approach, willing to turn a hand to different tasks and help the wider team get things done. Commitment to providing accessible services to the community and to undertaking training and development.	