

Job Description

Post title	Executive Assistant
Grade	N7
Directorate	Operations
Team	Governance
Reporting to	Executive Support Manager
Responsible for	Allocated Colleagues

Job Purpose

Enable the delivery of the organisation's objectives by leading a small team which provides comprehensive executive support to senior leadership and the associated directorate management, ensuring efficient diary and inbox management, coordination of meetings and events, stakeholder engagement, and delivery of strategic and operational priorities.

The role will be key to ensuring the smooth operation of internal governance and organisational leadership, and acts as a trusted liaison and gatekeeper, balancing competing demands, working collaboratively across the EA team in collective support of the Leadership Team as a whole.

Duties and responsibilities

Listed below are the responsibilities this role will be primarily responsible for:

Strategic Executive Support

- Manage and oversee complex diaries of Directors, prioritising time and anticipating conflicts, organising and coordinate internal and external meetings.
- Support the effective workflow and prioritisation of the Director, contributing to the prioritisation and delivery of business.

- Triage and manage inboxes, responding or escalating as appropriate, including monitoring compliance with corporate deadlines for enquires, complaints and FOI responses.
- Act as a gatekeeper for Director's time and energy and communicating appropriately on their behalf with colleagues and external partners. Use judgement to identify and classify priorities and anticipate issues and risks, and provide intelligence and solutions.

Event and Meeting Coordination

- Prepare draft and review briefings, agendas, and presentations and act as the main point of contact, ensuring compliance with timescales, for Directorate meetings and events, both internal and external.
- Work collaboratively with colleagues across the organisation to support high-profile events and visits, liaising with stakeholders and ensuring professional delivery.

Stakeholder and Relationship Management

- Maintain effective relationships with internal and external stakeholders.
- Act as a bridge between directorates, ensuring smooth communication and alignment to facilitate early resolution of issues.
- Represent decisions and preferences of Directors professionally.
- Produce and issue correspondence on behalf of Director.

Project and Action Management

- Support planning and delivery of projects and strategic initiatives.
- Use judgement to flag priorities and anticipate issues.
- Make autonomous decisions where appropriate.
- Manage Mayoral briefings, letters and other similar requests on behalf of the Directorate.
- Drive system improvements in inter-departmental processes through operational insight, reflective practice and continuous learning

Secretariat and Business Management

- Work collaboratively with wider Governance team and Corporate Planning to support the effective flow of business through the organisation (advisory boards, SLT, Cabinet and committees), compliance with deadlines and corporate style, and early resolution of issues.
- Manage a high quality and professional secretariat for the directorate management meetings, aiding collaboration, decision making, forward planning and record keeping. Includes drafting agendas, papers, action logs, and helping colleagues to meet corporate deadlines.
- Minute taking for internal and external meetings.
- Maintain and update distribution lists and organisational charts.
- Ensure compliance with hospitality and gift declaration policies.
- Liaising with the Governance and Finance teams to ensure internal e processes are understood throughout the Directorate and that it meets all of the associated requirements, including appropriate record keeping of decisions.

Leadership

- To act as part of a senior executive support function, including as the line manager for the PA support assigned to the Directorate, supporting, motivating and developing the PA team in line with the talent management framework.
- Develop the function as whole including planning for resilience and interoperability.

Ad Hoc Support

- Provide occasional support for recruitment processes (e.g. interview coordination and onboarding).
- Signpost directorate colleagues on internal operational and financial processes and procedures and raising purchase orders and processing expenses when required.

Core Competencies

- Organisational Skills: Ability to manage multiple priorities and deadlines.
- Communication: Clear, professional, and diplomatic in all interactions.

- Judgment and Initiative: Proactive in problem-solving and decision-making.
- Confidentiality: Handle sensitive information with discretion.
- Adaptability: Flexible to changing priorities and demands.
- To promote and implement the Combined Authority's equal opportunities policies in all aspects of employment and service delivery.

Organisational responsibilities

- **Communication**

We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **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 imported in the course of work and in using organisation information assets.

- **Health, Safety and Wellbeing**

We take responsibility for health, safety and wellbeing in accordance with the North East MSA Health and Safety policy and procedures.

- **Performance Management**

We promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

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

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 their manager.

Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are and we use them to anchor all that we do. The North East MSA values are:

- Strive for brilliance
- One team
- Drive sustainability

- Make it happen
- Be inclusive

Equalities and Diversity

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

Special requirements of post

- **DBS**

This post is not subject to a disclosure.

- **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.

Person specification

Job Title: Executive Assistant

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
Qualifications	Strong educational background or equivalent experience in executive support roles.	Project management or administrative certifications.
Experience	- Proven experience in executive support roles, including diary and inbox management. - Experience in planning, monitoring, and following up on actions across multiple workstreams. - Experience handling sensitive and highly confidential information with discretion. - Supervisory or line management experience.	- Experience coordinating interviews and supporting recruitment processes. - Understanding of compliance requirements, hospitality declarations, and organisational governance processes.
Skills and Knowledge	- Skilled in organising complex meetings and events, including travel arrangements and briefing preparation. - Ability to build and maintain strong relationships with internal and external stakeholders. - Proficiency in minute taking, document management, and maintaining compliance records. - Demonstrated ability to anticipate issues, prioritise tasks, and make autonomous decisions. - Proficiency in Microsoft Office Suite and digital collaboration tools.	

Personal Qualities	• Professional, diplomatic, and resilient under pressure. • Flexible and adaptable to changing priorities. • Collaborative and proactive in problem-solving. • Able to build understanding across directorates. • Self organising to enable the team to be resilient and support the leadership team as a whole.	
---------------------------	--	--

