

Executive Support Assistant

Date: 23 July 2018

POST:	Executive Support Assistant
SERVICE:	People and Change
SECTION:	Executive Support
REPORTS TO	Executive Officer
GRADE:	Band 4
RESPONSIBLE FOR:	N/A
TYPE:	1) Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

1. The Executive Support Assistant is responsible for managing, organising and maintaining a high standard of support to their assigned services.
2. The post-holder is required to provide efficient secretarial and administrative support services, and completion of any other assignments as allocated. The post-holder will be designated to support specific SLT members, but is required to be a flexible resource and required to support others as necessary by fluctuating work demands.
3. The post-holder is expected to contribute significantly to the effectiveness and impact of the Directorate Management Team (DMT) towards achieving corporate and statutory objectives.
4. Of crucial importance in this role will be the post-holder's ability to understand the role and objectives of the DMT.
5. The post-holder must have excellent interpersonal skills in order to build good working relationships with colleagues, SLT, DMT, and key stakeholders including Councillors, partners and other agencies, including the general public.
6. Strong organisational and communications skills are critical, as the post-holders are often the first point of contact in dealing with members of the public, Councillors, external stakeholders, senior managers and other members of the Executive Team and SLT, including on occasion when unresolved issues are being escalated.

DUTIES

1. Day to day management of SLT managers workload which will involve extensive diary management, arranging appointments, meetings, conferences, events, travel arrangements,

anticipate and prioritise workloads, ensuring time is effectively managed and meets the needs of current priorities.

2. Provide comprehensive secretarial and administrative assistance to a high standard of accuracy and timeliness in order to maximise effectiveness, productivity and outputs.
3. Work with the manager/s and wider People and Change team to understand key aims and objectives in order to provide full support and, where appropriate, assume personal responsibility for tasks that do not require senior management input;
4. Ensure the SLT members are fully prepared and organised with relevant papers, and to attend and minute meetings as required.
5. To have a proactive approach and respond to all correspondence, queries and enquiries and redirect work as appropriate,
6. Build excellent working relationships with key stakeholders, including liaison with elected Members, partner and other external agencies.
7. Use own initiative to draft correspondence (letters, emails etc) including responses to Councillors and MPs for SLT members to authorise where appropriate.
8. To work within and across the Executive Support Team providing cover and support to any member of CMT and/or CDT as required, to meet fluctuating workloads
9. To ensure that all correspondence from MPs, Members is logged onto CRM and monitored on the system to completion, in line with the Council's service level agreements. Use own initiative to draft correspondence (letters, emails etc) to MP's, ET/SLT member to authorise where appropriate
10. Deal with post, email and telephone enquiries, in an effective and timely manner using discretion when dealing with issues of a highly confidential or sensitive nature.
11. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
12. Undertake all the duties within the framework of Equal Opportunities.
13. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Executive Support Assistant	Date Prepared:	August 2018
Department:	People and Change	Grade:	Band 4

AF= Application Form	I= Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	KNOWLEDGE AND EXPERIENCE			
1.1	Minimum of 3 years PA / Secretarial experience working at Executive level.	✓		AF/I
1.2	Experience of working within a Local Government environment	✓		AF/T
1.3	Experienced team player especially in the pursuit of team goals and performance.	✓		I/T
2.	SPECIAL ABILITIES			
2.1	Trustworthy, able to use discretion when dealing with issues of a highly confidential and sensitive nature; with excellent interpersonal skills	✓		T/I
2.2	The ability to prioritise, plan and organise workloads and to manage expectations and deadlines.	✓		T
2.3	Intrinsic motivation, positive attitude and a personal commitment to continued professional development	✓		AF/I
2.4	Excellent communication skills verbal and written with the ability to draft letters and minutes of meetings with clarity and in plain English that can be clearly understood.	✓		T/I
2.5	Excellent IT skills including Microsoft Office (Word, PowerPoint, Excel),	✓		AF/T/I
3.	COMPETENCIES			
	RELATING AND NETWORKING			
3.1	<ul style="list-style-type: none"> • Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict • Uses humour appropriately to enhance relationships with others 	✓		T
	WRITING AND REPORTING			
3.2	<ul style="list-style-type: none"> • Writes clearly, succinctly and correctly • Avoids the unnecessary use of jargon or complicated language • Writes in a well-structured and logical way • Structures information to meet the needs and understanding of the intended audience 	✓		T
	LEARNING AND RESEARCHING			
3.3	<ul style="list-style-type: none"> • Rapidly learns new tasks and quickly commits information to memory • Gathers comprehensive information to support decision making • Demonstrates a rapid understanding of newly presented information • Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback) 	✓		T

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> Manages knowledge (collects, classifies, and disseminates knowledge of use to the organisation) 			
3.4	ACHIEVING PERSONAL WORK GOALS AND OBJECTIVES <ul style="list-style-type: none"> Accepts and tackles demanding goals with enthusiasm Works hard and puts in longer hours when it is necessary Identifies development strategies needed to achieve career goals and makes use of developmental or training opportunities Seeks progression to roles of increased responsibility and influence. 	✓		T
4.	EDUCATION AND TRAINING			
4.1	NVQ in Business Administration or similar qualification ; or equivalent work experience	✓		AF
4.2	GCSE grade A – C / 9 – 4 in maths and English	✓		AF