

Job Description

Job Title: Executive Assistant	Service Area: Executive Support
Corporate/Section: People, Policy and Performance	Job Number:
Grade: PO1	Date last updated: February 2021

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To provide efficient, effective and professional support to a Corporate Director, and their directorate as required.

To be part of the Executive Support Team, providing flexible support to a Corporate Director as well as over seeing administrative and continuous cover and delivering against consistent standards.

To provide effective communications and liaison between relevant Directorates, with the Chief Executive's Office, Mayor's Office, Mayor and Members, external bodies, Members of Parliament, Government Departments, partners and other stakeholders.

To maintain good relationships with the Chief Executive's Office, Mayor's Office, Mayor and Members and other officers within the Council, stakeholders and partnership bodies to support the Corporate Director.

Job Context

1. The postholder reports to the Head of the Chief Executive's Officer.

2. The post holder has responsibility for personally supporting Corporate Directors and may at times have line management responsibility for support staff within directorates.
3. The post holder has no direct budget responsibility.
4. The postholder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To provide professional high level administrative support to the Corporate Directors, and their directorate as required.
2. To ensure that a complex schedule and electronic diary is maintained accurately, making informed judgements based on understanding competing demands, and prioritising appointments appropriately.
3. To arrange meetings including the co-ordination of diaries, circulation of agendas/papers, accommodation bookings, refreshments and taking action notes.
4. To organise, bring forward and prepare papers and other documents for meetings.
5. To screen personal and telephone callers, redirecting calls as appropriate, taking messages and dealing with queries where possible. Log and track calls when required.
6. To deal with a range of callers in a professional and courteous manner, including dealing effectively with Councillors, MPs, Chief Officers and other senior managers.
7. To maintain and develop office management and admin systems including electronic filing, archiving arrangements, retrieving documents.
8. Ensuring that correspondence and documents are filed/scanned on a regular basis, and to dispose of documents in accordance with retention policies.
9. To personally support the Corporate Directors to assess the urgency of situations and effectively prioritise work including helping to manage through an action log or similar mechanism for monitoring key tasks.
10. To book conferences ensure transport and accommodation arrangements have been confirmed.

11. To maintain high levels of sensitivity in relation to personal, confidential and sensitive issues.
12. To prepare confidential and sensitive correspondence, reports, statistical data including cabinet and committee reports and other documentation using word processing, electronic mail, desk-top publishing, spreadsheets and computerised database systems.
13. To draft a range of correspondence on behalf of the Corporate Directors, including letters, e-mails and statistical data. This may involve undertaking enquiries through web based media or other means.
14. To monitor casework/correspondence for the Service area on behalf of the Corporate Directors including MPs, Members, residents and other stakeholders. This ensures deadlines and quality checks are adhered to, as well as any Freedom of Information Requests, and includes liaising with other Directorates and officers as necessary to ensure matters are resolved quickly and effectively.
15. To prepare electronic presentations and other presentations material.
16. To maintain close contact with Members, managers, other Heads of Service/Corporate Directors, providing advice as to matters in hand, appointments and disseminating information.
17. To provide in conjunction with other Executive Assistants, telephone cover from 8.00am-6.00pm and to have a flexible approach to working hours in order to ensure business needs are met.
18. To monitor the provision and progress of various documents, reports and other information in accordance with agreed timescales.
19. To monitor and progress chase the approval and coding of service related invoices as well as monitor and provide data on actual spend.
20. To participate in the development of quality standards and quality assurance systems and procedures in their implementation and audit.
21. To undertake specific tasks and projects directed by the Corporate Directors.
22. To support the Directorate or Corporate management team's business meetings including agenda planning and action note taking.
23. To implement and maintain electronic and other systems and databases to maximise effectiveness.
24. To build, develop and maintain good working relationships with very senior people in a wide variety of organisations and be able to deal with situations that could be sensitive and difficult.

25. Collating sensitive information for the Corporate Directors e.g. Appraisal scores, sickness and holidays for Corporate Directors.
26. To help promote the Council's image and reputation by ensuring that the Directorate provides a professional, courteous and effective service at all times.
27. To be a team player, with the ability to work independently, have flexibility and the ability to use own initiative.
28. To assist in drafting reports and ensuring they are succinct and well structured.
29. To liaise with the Mayor's Office and Chief Executive's Offices, keeping a log of key actions and supporting the Head of Executive Director's Office in ensuring they are actioned by service managers.

Staff management

30. To manage the support staff, interns or apprentices allocated to the Directorate ensuring supervision and performance targets are set as per procedure.
31. To manage non performance and procedural issues such as sickness and appraisals ensuring the correct policies are followed.
32. To liaise with Service managers regarding allocating administrative support within their service area including ensuring resources are used effectively.
33. To direct other support staff on a day to day basis in terms of administrative tasks and assist where necessary in supporting them to ensure tasks are completed to a high standard.
34. To support the development of individuals and to encourage team development through demonstrating good practice and sharing knowledge and skills.
35. To develop an understanding of the Council's strategic objectives in order to be able to contribute effectively to delivering the Directorate's key priorities including being proactive in identifying problems and bring important issues to the Director's attention.

Person Specification

Job Title: Executive Assistant	Service Area: Executive Support
Corporate/Section: People, Policy and Performance	Job Number: tbc Job Evaluation Number:
Grade:	Date last updated: October 2016 Date of last Evaluation:

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE: <ul style="list-style-type: none"> • Knowledge of the role of providing executive support and the types of support a senior manager might expect • Detailed working knowledge of Microsoft office package including Word, Excel, Power Point and use of internet 	Application Form/Interview Application Form/Test

<ul style="list-style-type: none"> • Knowledge of customer care • Knowledge of performance management procedures and how to support staff. • Knowledge of the Council's strategic objectives and how the Council is delivering through each Directorate these key priorities. 	<p>Application Form</p> <p>Application Form/Interview</p> <p>Application Form</p>
<p>QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Appropriate administrative qualification or equivalent level of attainment which may be work- based rather than academic 	<p>Application Form</p>
<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Experience of creating, developing and implementing office systems and procedures • Detailed experience of using Microsoft office packages • Experience of dealing effectively with customers face to face and on the telephone • Experience of organising meetings including agenda management and taking action notes. • Experience of maintaining complex diaries • Experience of managing staff/team • Experience of managing senior level meetings and contributing effectively to their running and delivery of priorities. 	<p>Application Form</p> <p>Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p>SKILLS AND ABILITIES:</p>	

<ul style="list-style-type: none"> • Good written and verbal communication skills (including spelling, grammar, punctuation and numeracy) 	Application Form/Test
<ul style="list-style-type: none"> • Ability to communicate with a variety of people at different levels 	Interview
<ul style="list-style-type: none"> • Ability to work effectively as part of a team 	Interview
<ul style="list-style-type: none"> • Ability to work on own initiative and manage a significant and varied workload with competing demands 	Interview
<ul style="list-style-type: none"> • Ability to prepare reports and documents e.g. presentations from text 	Test
<ul style="list-style-type: none"> • Excellent IT skills 	Test
<ul style="list-style-type: none"> • High level support skills to Corporate Director 	Interview
<ul style="list-style-type: none"> • Highly organised 	Interview
<ul style="list-style-type: none"> • Attention to detail 	Interview
<ul style="list-style-type: none"> • Ability to develop and maintain good, productive working relations with Members, managers and staff in a highly customer focussed environment 	Interview
<ul style="list-style-type: none"> • Ability to manage and lead a team 	Interview
<u>Line Management:</u>	
<ul style="list-style-type: none"> • Ability to apply a logical and practical approach to problem-solving and to deal with problems both constructively and effectively. 	Interview/Test
<ul style="list-style-type: none"> • Ability to pro-actively resolve conflicts and problems rationally and to effectively obtain a satisfactory resolution/outcome. 	Interview/Test
<ul style="list-style-type: none"> • Ability to deal diplomatically with difficult situations and individuals 	Interview/Test
	Interview/Test

<ul style="list-style-type: none"> • Ability to think creatively and come up with innovative solutions 	
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ul style="list-style-type: none"> • Demonstrate a professional approach and commitment to customer service • Flexible, pro-active and responsive approach to work • Able to maintain confidentiality and sensitivity in all circumstances • Ability to deal effectively with performance management issues and motivate colleagues. • Ability to influence and deal confidently with senior managers and other internal/external stakeholders. • Good organisational skills with an eye for detail • Highly developed persuasive communication skills in order to act with sensitivity and tact, to inform, advise and persuade, and have the confidence and ability to deal with a wide range of people and situations, both verbally and in writing, including in relation to highly confidential and sensitive material 	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview/Test</p> <p>Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>In conjunction with other staff, provision of telephone/reception cover between 8am and 6pm</p>	<p>Application Form</p>