

Job Description



Job Title: Head of Chief Executive's Office	Service Area: Newham Business Support	
Division/Section: Strategic Services	Post Number:	Evaluation Number: LBN105
Grade: SMR B	Date last updated: October 2018 Date last evaluation: October 2018	

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 strategic support to the Chief Executive and senior leaders providing advice and counsel to ensure the effective and efficient discharge of their functions, and the delivery of the Chief Executive's vision.

To act as a strategic partner and key interface with the leadership team, building positive and effective relationships with the members of Chief Executive Management team (CMT) and across the organisation.

Ensure effective communication with the Mayor and Members, Directors, partners and other stakeholders.

To lead the delivery of full executive support to the Chief Executive and the leadership team.

To understand the Chief Executive's priorities and agenda, and to ensure the Chief Executive's time and attention are used to maximum effect, making sound judgements, taking action, escalating and prioritising in accordance with often rapidly changing business needs.

To manage the Chief Executive's private office and associated budget of up to £500k, ensuring the highest level of professionalism and customer service across all functions.

To ensure the effective handling of enquires and complaints received by the Chief Executive via all means of communication, including the oversight of office systems.

To work with a high degree of autonomy and initiative, independently providing full executive support, including briefings, research, complex drafting, special projects and the production of internal and external facing presentations.

The post holder will be expected to make a significant contribution to the effective governance of the organisation and delivery of key corporate objectives by supporting the Chief Executive, Corporate Leadership Team and head of Strategic Business Planning.

The post holder will be expected to make a major contribution to the effective management of the authority in supporting the Chief Executive and Directors as well as supporting and working with the Head of Office for the Mayor. The post holder will manage other Business Support hubs as necessary to cover flex in the system and unavoidable absences of other managers.

The post holder will be expected to make a major contribution to the effective management of the authority in supporting the Chief Executive in their role.

Job Context

1. The post holder reports to the Head of Newham Business Support.
2. The post holder has line management responsibility for up to 10 staff.
3. The post holder will co-ordinate, on behalf of the Chief Executive both the executive and administrative support to them and their management teams/services.
4. The post holder will play a key role in driving, shaping and supporting key corporate governance structures, and may be expected to provide support to key members of the CE's management team.
5. To represent the Chief Executive at meetings and make informed judgements based on understanding.
6. The post holder will be expected to deputise in the absence of the Head of Business Support.
7. The postholder has budget responsibility of approx. £500k.
8. The post holder will be required to work regularly at evenings and 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.

9. The post holder must be professional, have good judgement and polite behaviour.

Key Tasks and Accountabilities

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

1. To provide effective day to day support to the Chief Executive including:
 - Providing advice and support
 - Undertake research and preparing and co-ordinate briefings, providing an effective policy analysis, review and developmental role
 - Research and write complex and sensitive briefings, advice papers and reports
 - Ensure that multi-disciplinary teams develop issue briefs on complex and sensitive matters
 - To meet with CMT members on behalf of the Chief Executive to review service reports and recommend changes
 - Have strategic oversight of high level projects on larger scale organisation initiatives
 - Reviewing internal and external communications for the Chief Executive, preparing presentations and drafting speeches
2. To undertake research, briefings and reports on policy, operational issues or other complex matters.
3. To liaise with services across the council to support research and marketing activities.
4. To manage and develop corporate policies relating to the business of the Chief Executive's office.
5. To maintain a detailed, nuanced and current working understanding of the statutory, regulatory and policy environment in which Newham operates, staying abreast of national, regional and local developments and working with the Council's Communications, Public Affairs and Policy teams to respond.
6. To establish effective communications and working relations with Members, officers, local government associations, Members of Parliament, Government Departments and other external bodies.
7. To proactively manage the Chief Executive's communications, initiating and auctioning work independently, bringing urgent matters to their attention, solving problems independently, using initiative to in making decisions and referring to the Chief executive, Executive Director and others only when appropriate.
8. To prioritise the Chief Executive's time according to their priorities locally, regionally, nationally and internationally and making sound judgments on priorities,

including through the effective management of the Chief Executive's private office function and staff..

9. To prioritise the Chief Executive's work, taking the initiative to deal with issues on their behalf to ensure their time is focused on key priorities and work programmes, including through the effective management of the Chief Executive's private office function and staff.
10. To demonstrate strong negotiation and influencing skills as well as tact and diplomacy when dealing with people at all levels while maintaining a strong impact.
11. To maintain strategic oversight of a complex schedule and electronic diary, putting in place appropriate mechanisms to ensure informed judgements, appropriate prioritisation and all logistical arrangements are in place around the CE's diary.
12. To implement and maintain electronic and other systems and databases to maximise effectiveness.
13. To proactively resolve conflicts effectively to obtain a satisfactory resolution/outcome.
14. To exercise initiative and influence in all spheres of work; be a confident self-starter, capable of responding effectively and flexibly to all aspects of the role.
15. To work as part of a team supporting Newham's Corporate Leadership Team, contributing to the delivery of key corporate objectives.
16. Day to day management of the workload of the Chief Executive, ensuring all commitments are covered, implementing real attention to detail.
17. Interim management of other Business Support hubs as necessary
18. To contribute to the development of an effective organisational culture through a forward thinking, results oriented and customer focused approach to all aspects of the role.
19. To support the Council in meeting and monitoring high standards of transparency, conduct and probity in the public life of the authority, and to ensure that all actions and records relating to the Chief Executive adhere to all required standards and are exemplary in this regard.
20. To deal responsively and sensitively with matters that are the subject of high priority to Members and the Executive, always exercising the utmost probity and judgement.
21. To show great leadership skills at all times. To manage direct reports using 1:1s, appraisals and HR policies to ensure effective delivery and the active instilling of a culture of continuous improvement in the Chief Executive's office and any other staff or functions managed by the post.
22. To ensure team progression, providing appropriate development for the officers for whom the post is responsible in accordance with corporate HR policies.

23. To promote and demonstrate a practical commitment to equal opportunities, diversity and culture.
24. To carry out such other duties within the competence of the postholder which may be reasonably required from time to time.
25. The ability to use your own initiative and problem solve situations.
26. To positively contribute to the leadership of the Council, including leading on confidential and sensitive special projects identified by the Chief Executive.
27. To be the lead office for the front face of the Council on behalf of the Chief Executive and minimise any operational and performance issues that may have a reputational impact on the Chief Executive.
28. To contribute to the corporate culture, which is forward thinking, results orientated and customer focused.

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Personal Specification



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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.	
KNOWLEDGE: Wide ranging and detailed knowledge of all activities of the Council, and other relevant public bodies. Excellent understanding of the Council's vision, objectives, strategies and policies. A comprehensive understanding of the Council's governance arrangements under the mayoral model.	Application Form/Interview Application Form/Interview Application Form

<p>Knowledge and understanding of local government and its policies, strategic legislative and financial frameworks and the national policy agenda.</p> <p>Awareness of equal opportunities, customer care and quality standards.</p> <p>Advanced knowledge and experience of up to date and state of the art information and communications technology packages and systems, including an awareness of the role of ICT in supporting the Chief Executive in his/her work.</p> <p>A working knowledge of the key legislative framework for all service areas of the Council.</p> <p>A working knowledge of the 'Big Picture' implemented by the CE and Mayor. You must be able to identify the vision, conceptualise where the organisation is, where it needs to be and be able to delve into the specifics.</p>	<p>Application Form</p> <p>Application Form</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>QUALIFICATIONS:</p> <p>Degree or equivalent.</p>	<p>Application Form</p>
<p>EXPERIENCE:</p> <p>Experience of operating in a busy, demanding, complex and political environment.</p> <p>Experience of writing and presenting complex and very sensitive reports.</p> <p>Experience of developing and preparing presentations, taking complex information and making it understandable to the relevant audience.</p> <p>Experience of arranging complex and high-profile events.</p> <p>Experience of improving systems & streamlining processes.</p>	<p>Application Form</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>SKILLS AND ABILITIES:</p> <p>Highly developed persuasive communication skills in order to act with sensitivity and tact, to inform,</p>	<p>Application Form/Interview</p>

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.	
Good organisational skills with an eye for detail.	Interview/Test
Ability to analyse complex information/data and summarise clearly and simply, identifying key issues for action.	Application Form/Interview/Test
Ability to prepare complex reports, briefings and documents.	Interview
Ability to work on own initiative, prioritise own work and manage a significant and varied workload, often with competing demands.	Interview
Ability to manage complex policy development and reviews, undertake investigations and identify potential problem areas.	Interview
Ability to deal diplomatically with difficult situations and individuals.	Interview
Ability to contribute to corporate/service projects and initiatives.	Interview
Proven analytical and problem solving skills with the ability to think critically.	Interview
Ability to proactively resolve conflicts and to effectively obtain a satisfactory resolution/outcome.	Interview
Able to think creatively and come up with innovative solutions.	Interview
Ability to apply a logical and practical approach to problem-solving and to deal with problems constructively and effectively.	Interview
Ability to apply a common operating picture that staff and managers buy into.	Application Form/Interview
Ability to forward plan and to be proactive to ensure that the CE's requirements and timescales are adhered to.	Application Form/Interview
To Set an excellent example to all other team members.	Application Form/Interview

To maintain a happy, motivated and driven team	Application Form/Interview
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Able to maintain confidentiality and sensitivity in all circumstances.</p> <p>Able to maintain a strong personal impact while demonstrating tact and diplomacy when dealing with people at all levels.</p> <p>Displays warmth and a sense of humour.</p> <p>Can negotiate and handle work problems without alienating people and is able to get their co-operation in non-authority relationships.</p> <p>Flexible, pro-active and responsive approach to work.</p> <p>Displays resilience, skills and reliability under heavy pressure.</p> <p>Outgoing, professional manner, and able to work to a high standard to very tight deadlines.</p> <p>Propensity for thinking ahead, and the ability to rise to the challenge of new or unexpected circumstances.</p> <p>Has perseverance and focus in the face of obstacles, takes charge and is capable of standing alone, yet is open to learning from others when necessary.</p> <p>Demonstrates confidence and assertiveness as necessary.</p> <p>Quickly masters new business and technical knowledge.</p> <p>Have a passion for widening their knowledge base further through a greater understanding of the World in which the CE operates.</p> <p>It is imperative that you remain optimistic even in the face of adversity.</p> <p>To be highly organised and methodical in your approach</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Test/Interview</p> <p>Test</p> <p>Test/Interview</p>

The ability to use your own initiative and problem solve situations	Test/Interview
OTHER SPECIAL REQUIREMENTS: A flexible approach to working hours, able to work regularly outside of normal working hours, Monday – Friday, at weekends and over Public Holidays as necessary.	Interview