

**JOB DESCRIPTION**

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| **Post Title**: Leader and Chief Executive Support Officer |
| **Department**: Corporate Core | **Post No**:  |
| **Division/Section**: Legal and Democratic Services | **Post Grade**: 13 |
| **Location**: Agile worker | **Post Hours**: 37 (flexi scheme in operation) |
| **Special Conditions of Service**:The nature of the post will require the post holder to work flexibly dependent on the needs of the job. This can include attending events or meetings outside of normal working hours and working agilely from different offices or home as appropriate. |
| **Purpose and Objectives of Post**: To project manage and lead on key projects and work programmes for the Council Elected Leader and the Chief Executive.To work with the Head of Governance to ensure a pro-active, organised, co-ordinated, comprehensive and highly efficient confidential service is provided.To undertake specific projects, research, analysis and produce reports on behalf of the Chief Executive and Council Leader. |
| **Accountable to**: Head of Governance. |
| **Immediately Responsible to**: Head of Governance |
| **Immediately Responsible for**: N/A |
| **Relationships: (Internal and External)****Internal –** Executive Team, Strategic Leadership Group, Council staff, Elected Members, Employees, Trade Unions.**External** – Members of the public, Employees of other Local Authorities, Partner Organisations, GMCA, other public services, national associations.  |
| **Control of Resources**: Effective use of ICT equipment and systems, stationery, office equipment.Responsible for managing project budgets. |
| **Duties/Responsibilities:** 1. Support the Chief Executive and the Council Leader in the delivery of priorities, including the scoping, planning, implementation and review of work programmes/projects.
2. Effectively project manage and co-ordinate projects and work across the Department.
3. Develop, maintain and review robust project plans to ensure delivery of the Cabinet and Council objectives in a systematic and timely manner.
4. Risk manage projects and act to address identified areas of concern.
5. Responsible for identified project budgets ensuring effective use of resources.
6. Input into the standards of working across the Executive team and Cabinet, working closely with the the Council Leader and the Head of Governance.
7. To participate in the recruitment and selection of staff and project teams.
8. To manage complaints escalated to the Chief Executive and Council Leader.
9. Work closely with Elected Members as appropriate.
10. Liaise with internal and external stakeholders, build positive relationships, and ensure meaninful involvement and engagement with programmes.
11. Review and report on the delivery of workstreams and projects to the Chief Executive and Council Leader.
12. Undertake specific projects on behalf of the Chief Executive and Council Leader., including research, analysis and reporting.
13. Produce briefings, presentations and formal reports appropriate for the identified target audiences.
14. Maintain a sound understanding of national, regional, political and local developments that may impact on the Council, ensuring the Chief Execuive is appropriately briefed.
15. Provide a comprehensive, confidential management support service to the Chief Executive and the Leader to include:
16. Document production from written draft or notes using a range of PC applications mainly Microsoft 365.
17. Receive internal and external enquiries, ensuring that maximum information is obtained from the caller in order to facilitate an informed response.
18. Receive and prioritise incoming mail, initiating responses where appropriate.
19. Organise, co-ordinate and deal with all aspects of emails/ letters/ correspondence. Collate information and prepare responses or direct to other senior officers as appropriate ensuring all correspondence is replied to.
20. Process and manage sensitive and confidential information/issues in line with the General Data Protection Regulations (GDPR), Freedom of Information (FOI) legislation and best practice. Co-ordinate the response of FOI requests across the department.
21. Arrange meetings/events and organise the attendance of meetings/events including arranging travel and accommodation, room bookings, itineraries, setting up of equipment and any other related arrangements ensuring they are effectively communicated and all papers are prepared.
22. Arrange telephone and conference calls as appropriate.
23. Provide a full administrative service in respect of meetings to include preparation and timely release of agendas, minutes and other relevant documents. Produce and monitor action logs ensuring actions are followed up by various officers in a timely manner.
24. Maintain an excellent, up-to-date knowledge of relevant technology including the use of various systems.
25. Develop and maintain efficient electronic filing systems in accordance with the GDPR and participate in the development of document imaging as required to include scanning, retrieval of documents etc.
26. Undertake routine administrative tasks such as photocopying and collating documents.
27. Provide loggist support during an emergency incident.
28. Be proactive in identifying issues and opportunities, which may affect Bury’s reputation and ensure that appropriate action is taken either personally or by the organisation.
29. Ensure familiarisation with the corporate plan priorities and commitments, so that less important issues can be deflected/diverted.
30. To contribute to and support horizon-scanning and forward planning through developing a detailed, working knowledge of all the service areas supported, taking necessary action, without the need for direction.
31. Management of the Chief Executive’s and the Leaders diary commitments ensuring adequate time allowed, filtering appointments, ensuring all relevant participants are invited and adequate preparation time.
32. Allocating tasks to others, ensuring that this work is accurately carried out.
33. To deal with complaints and enquiries, including Freedom of Information requests, Subject Access Requests, and Environmental Information Regulations requests. Taking responsibility for co-ordinating responses with relevant departments, undertaking suggested redactions and providing reminders to ensure that responses are provided within the agreed timescales and co-ordinating sign-off at the appropriate level in line with agreed processes.
34. Provide support to corporate priorities and initiatives as required, including elections and inspections.
35. Work collaboratively with colleagues and stakeholders to enhance the role of business and executive support throughout the council, being flexible and able to work across all departments, providing cover in the absence of other team members, including deputising where appropriate.
36. To contribute to the overall management of the service including business planning and performance management.

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| As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.* Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
* The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.
* As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.
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| Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service) |
| **Job Description prepared by:** | **Sign:**  | **Date:** |
| **Agreed correct by Post holder:**  | **Sign:** | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign:** | **Date:** |

**DEPARTMENT FOR CORPORATE CORE SERVICES**

**EXECUTIVE OFFICER**

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| **SHORT LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Graduate level qualification or equivalent substantial experience | **🗸** |  |
| Evidence of continued professional, managerial and personal development. | **🗸** |  |
| Experience of working in an administrative/secretarial role for senior management or for elected members, which includes establishing, reviewing and improving office systems and procedures to ensure efficiency and effectiveness | **🗸** |  |
| Experience of successful project management and progressing a number of different projects simultaneously. | **🗸** |  |
| Team-working skills to work effectively with others and meet deadlines and goals. | **🗸** |  |
| Experience of working in a similar role in a high pressured environment using initiative and managing and prioritising workloads within strict deadlines and timescales | **🗸** |  |
| Experience of undertaking a wide range of line management duties, such as recruitment, discipline, appraisals and employee development. | **🗸** |  |
| Political awareness and experience of working with Elected Members | **🗸** |  |
| Analytical skills to investigate and interpret complex information and situations, draw conclusions and make recommendations for action | **🗸** |  |
| Ability to horizon scan and keep abreast of relevant developments locally, regionally and nationally | **🗸** |  |
| Ability to design, write, summarise and produce excellent quality and accurate documents, eg letters, minutes, presentations and reports in language appropriate to the intended audience | **🗸** |  |
| Experience of risk management and ensuring delivery against identified objective and milestones. | **🗸** |  |
| Experience of completing tasks to potentially conflicting deadlines, organising and re-prioritising own work as appropriate. | **🗸** |  |
| Interpersonal skills to engage with and communicate effectively with a range of audiences, including persuading and challenging others to ensure working practices are effective. | **🗸** |  |
| Written communication skills to produce reports, presentations and other documents in language appropriate to the intended audience | **🗸** |  |
| Substantial experience of using Microsoft Office packages, such as Word, Excel and PowerPoint, Outlook and Internet Explorer to complete work tasks.  | **🗸** |  |
| Able to work effectively with senior leaders, responding to different styles, inspiring confidence and providing practical assistance to them when faced with sensitive or difficult issues. | **🗸** |  |

**CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS**

**The short-listing criteria listed above plus the following:**

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| **ASSESSMENT****METHOD** | **CRITERIA** |
| **Assessment/Test**  | Organisational skills to work under pressure to complete tasks, projects and work plans to potentially conflicting deadlines, without direct line management, re-prioritising own work and that of the team as appropriate. |
| **Assessment/Test** | Problem solving skills to respond independently to unanticipated problems, where decisions have to be made without reference to a Line Manager. |
| **Assessment/Test** | Ability to produce clear, succinct and well-structured written work which creates a positive impact on the recipient. |