

## Job Description and Person Specification Profile

**Job Title: Executive Support Officer (Personal Assistant)**

**Job ID: PA02**

**Service: Executive Support/Corporate Services**

**Grade: F**

**Reporting to: Executive Support Business Partner**

### **The Role**

#### **POST OBJECTIVES**

- To work as part of the Executive Support Team responsible for providing an effective, professional and confidential personal executive assistant support service to the Council's senior management/senior elected members.
- Working as a team to ensure services are covered at all times.
- To lead /support on corporate initiatives and service projects.
- To lead/support on election duties as required

#### **MAIN DUTIES & RESPONSIBILITIES**

- Act as the first point of contact for Strategic Directors, Directors, Assistant Directors and elected members (where required) and maintain the effective working of their offices in their absence
- Maintain the highest level of confidentiality and adherence to policies and procedures.
- Manage diaries by scheduling, prioritising and managing appointments, travel arrangements and papers for meetings
- Managing correspondence, tracking incoming and outgoing correspondence and ensuring replies are produced within the required timeframe.
- Read and prioritise incoming correspondence and prepare draft responses as appropriate. Ensure that cyclical and management deadlines for reports, reviews, and budgets are met.
- Maintain effective communication and working relationships with key partners and stakeholders at an operational level, the organisation's senior management team and key internal and external stakeholders.
- Provide advice and support to stakeholders
- Undertake research into day-to-day service matters in addition to government, public and private sector policy and initiatives and where required, produce written documentation of findings and briefings as required.
- Attend specific meetings and take notes, draft minutes and action recommendations as required

- Lead by example in delivering and promoting excellent customer service internally and externally.
- To provide first-line cover for the Executive Support Business Partners as required and provide day-to-day cover and support across the Executive Support Officer roles/directorates as required.
- Provide effective administrative support, including servicing, attending meetings and reporting on progress as appropriate and managing outputs and actions.
- Embrace the culture of continuous improvement and take responsibility for delivering and improving systems, processes, and service delivery within the team and in line with Council priorities.
- To effectively plan and review systems and processes and develop appropriate training and supporting documentation as required.
- Act on own initiative to resolve problems, complaints and issues with the ability to delegate work and queries where necessary.
- Prepare written reports, management information and correspondence on behalf of senior management / elected members.
- To monitor and respond to complaints, comments, suggestions, Freedom of Information, Subject Access Requests and CRM messages received within the service area and progress as necessary in a timely manner within the required process/statutory guidance.
- To record and monitor financial information as part of the budget monitoring process and be responsible for ensuring that an effective system for the administration of Councillors' travel, subsistence and other reimbursement of expenses, as per the Members Allowance Scheme, is in place.
- Analysing data sets to inform making rational judgements to identify improvements to service delivery
- Be politically sensitive and be able to recognise and deal with a range of sensitive issues that impact the service area.
- Ensure effective, timely and appropriate communication channels operate at all times between and across the team, services and the Council as a whole.
- Protect the reputation of the Council through all aspects of work.
- To support the Corporate Service and directorates across the Council in the delivery of key projects as required.
- Be an ambassador for the Executive Support Service and the Tameside Council at all times.
- Fulfil the requirements of the Council Equal Opportunities Policy
- Undertake any other duties commensurate with the level of the post

## About You

### Your essential qualifications

- 5 GCSE O Levels or equivalent, including English and Maths.
- 2 A Levels/HNC Business Administration or equivalent
- RSA 2/OCR 2 or equivalent (minimum 50 words per minute)
- Shorthand 100wpm

### Your essential skills, knowledge and experience

- Experience in Business Support/Personal Assistant work for Senior Managers in the Public or Private Sector.
- Experience of working in a multi-disciplinary environment.
- Experience in the effective use of a wide range of IT systems, inc. M365/Teams
- Cognisance of issues facing local authorities.
- Proven and positive attitude to working in a fast-moving environment, combined with a positive attitude to change.
- Understanding and awareness of local/national government/NHS policies/initiatives
- Awareness of internal council/health policies and practices
- Experience of dealing with correspondence, sometimes contentious in a confidential and sensitive manner.

### Using initiative and decision making

- Proven ability to act on own initiative.
- Ability to refer issues to Director/senior manager only when full facts analysed and potential solutions evaluated.
- Take responsibility for own actions by making timely decisions based on evidence available.
- Evaluates a variety of solutions before taking actions to implement them.

### Customer Focus

- Demonstrable evidence of exemplary attitude to the customer interface.
- Quickly builds rapport and relates well with different types of customers.
- An understanding of the values and culture which contribute to quality customer experience.

### Oral communication

- Speaks confidently and fluently.
- Talks at a suitable pace and level.
- Holds others' attention when speaking.

### Written communication

- Ability to write reports, minutes, agenda's, letters and other documentation on own initiative and without direction.
- Writes fluently, clearly and concisely.
- Adapts own written communication style to suit the needs of the recipient.
- Presents clear, concise reports and formulates achievable recommendations.

### Negotiating

- Evidence of excellent interpersonal and negotiation skills, in relation to a range of people and organisations.

### Team working

- Demonstrable awareness of individual contribution towards the management team and the general goals of the directorate.
- Works co-operatively, sensitively and effectively as part of a team.
- Develops effective and supportive relationships with colleagues and creates a sense of team spirit.

### Leadership and management

- Ability to manage a team, leading by example and setting high performance standards.
- Embraces all staff in challenge and change.
- Inspires commitment and enthusiasm.

### Planning and organisation

- Demonstrably **high levels** of planning of work and self-organisation.
- Ability to plan in advance all aspects of the workload of the Senior Manager
- Ability to plan, organise and monitor activities and tasks on behalf of the Senior Manager, on own initiative and without need for intervention or reminder.
- Diary management, appointments, meetings etc.
- Senior Managers mailbox organisation, and management.

### Analytical

- Ability to assimilate and analyse complex information, including financial data.
- Identify key issues and relationships.
- Ability to make rational judgments.

### Quality

- Understands the importance of the provision of quality service
- Maintains high professional standards and continuously seeks to improve service delivery.

### Resilience

- Not afraid to challenge the status quo.
- Remains calm and self-controlled under pressure.
- Reacts well to change and stays positive despite setbacks.

### **If you have the following experience or qualifications, then that's great!**

- Project Management
- Agresso/Unit 4
- M365 Apps i.e. OneNote, Planner, Loop, To Do, Power-Bi
- Modern Gov

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

**What can you expect from us?**

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

**Working together, we are proud to work for Tameside**

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

