

## Executive Assistant

## Role Profile

**Service:** Leadership Support – Strategy and Resources Directorate  
**Band:** Band 7  
**Reporting to:** Leadership Support Manager  
**Responsible for:** No direct reports



**TRAFFORD**  
COUNCIL

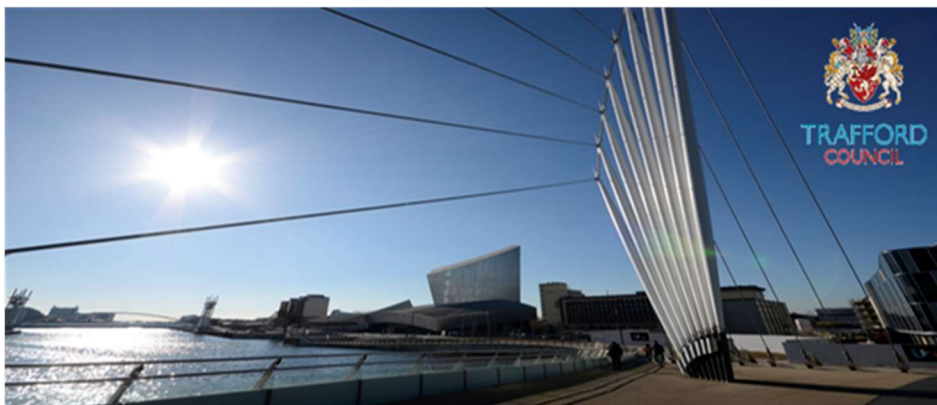
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Your Main Priorities

- Playing a vital role, as part of the Leadership Support Team, supporting the Leader and Deputy Leader of the Council and other members of the Corporate Leadership Team (CLT) as needed.
- Managing day to day operations effectively to ensure the Leaders and the Executive can focus on high level decision making.
- Providing administrative and other support resources for the Leader, Deputy Leader, CLT and the Executive.

### Key duties

- Providing high quality, administrative support to the Leader, Deputy Leader and CLT which includes:
  - Scheduling meetings and managing complex diaries
  - Inbox management
  - Being the first point of contact for incoming queries via email and telephone, exercising judgement, initiative and discretion in sorting urgent and non-urgent communications and correspondence
  - Managing case work enquiries in a timely manner, tracking from initial enquiry to resolution and assisting with the formulation of draft responses
  - Organising and supporting meetings including room and refreshment booking and visitor 'meet and greet'
- Supporting with agendas, minute taking and following up on arising actions.
- Working closely with management teams and colleagues to prepare materials (e.g. meeting papers and briefings for senior leaders), ensuring they are fully prepared for all meetings.
- Taking charge of organising the annual GMCA (Greater Manchester Combined Authority) event hosted at Trafford.
- Monitoring, reviewing and improving ways of working, contributing to more efficient working practices.

- Providing support to Directors/CLT in the absence of other colleagues within the Leadership Support Team to maintain continuity of service.
- Carrying out any other duties commensurate with the grade of the post as directed by CLT and the Leadership Support Manager that may reasonably be needed by the service, including providing cover when the Leadership Support Team Manager is on leave.

## About You

### Qualifications and Professional Development

- NVQ Level 3 in Business Administration or relevant subject, or an equivalent qualification
- Commitment to personal and professional development

### Experience and Knowledge

- Proven experience of working in a fast-paced executive/personal assistant/administrative role, providing proactive, high level administrative support to a busy team
- Experience of organising and co-ordinating multiple complex diaries, inboxes, resources and events
- Experience of minute taking and action planning
- Experience of collating meeting papers, reports and briefings
- Good understanding of council services and the political decision-making process
- Good understanding of general administrative systems, processes and procedures
- Understanding of the value and use of new technologies in improving services and modernising working processes

### Skills and Abilities

- Technical proficiency: advanced skills with a variety of packages including Outlook, Teams and Microsoft Office
- Communication management: ability to present complex information in a variety of formats, ensuring messages are conveyed efficiently
- Confidentiality and discretion: demonstrable understanding and handling of sensitive and confidential issues, and an appreciation of the reputational risk associated with the Leader's/Deputy Leader's role

- Interpersonal skills: ability to build and maintain excellent professional relationships with the Executive, Corporate Leadership Team and colleagues across the Council, as well as with external and partner organisations
- Organisation and time management: able to prioritise and manage multiple responsibilities efficiently, producing accurate work within deadlines
- Problem solving skills: ability to anticipate challenges, proposing practical and proactive solutions
- Resilience: ability to respond positively to changing demands at short notice, managing competing priorities effectively and efficiently whilst maintaining high levels of accuracy

**Special Conditions**

- Willing and able to travel to sites within the Trafford Borough or Greater Manchester for meetings/events as needed
- May occasionally be required to work unsocial hours to support with late afternoon/early evening meetings

Date prepared/revised	Updated 16/04/2026
Prepared/revised by	L Hodkinson / R Pollard
Job Evaluation	Existing evaluation

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.