

Role Profile and Specification - Executive Assistant to the Chief Executive and Senior Leadership Team

Service Area	Management Team
Role Title	Executive Assistant to the Chief Executive and Senior Leadership Team
Location	Oxted/Agile
Reports to	Chief Executive
Salary/Grade	£33,079 to £ 38,132
Duration/Hours	Permanent – 37 hours per week Part-time hours will be considered

Job Purpose

To provide Executive Assistance to the Chief Executive and senior leadership team, managing diaries, inboxes and office cover. The role will coordinate key meetings and ensure that actions are captured, communicated and delivered by the relevant officer. This will include liaising with councillors, including the Leader, Committee Chairs and deputies. It will also involve liaising with internal service areas, members of the public, other boroughs and districts and local stakeholders/partner agencies. The role requires confidentiality, discretion, proactivity and the ability to manage sensitive issues.

Specific Responsibilities

To support the Chief Executive and senior leadership team in delivering the council's priorities by:

- Managing email inboxes to ensure matters are dealt with efficiently. Proactively ensuring that emails are acknowledged and forwarded to relevant officers/teams. Tracking the responses to ensure completion.
- Having a high-level understanding of the key issues for the council and intervening where necessary to ensure projects/issues are handled appropriately.
- Managing key outstanding actions and issues, liaising with senior leadership team, Heads of Service and Councillors to ensure that actions are completed and communicated satisfactorily.
- Escalating complaints in line with the council's complaints procedure.
- Producing correspondence on behalf of the Chief Executive.

- Diary management ensuring appointments are made, rooms booked, and papers are available in advance of each meeting.
- Ensuring the Chief Executive is updated with key messages throughout the working day.
- Producing the agenda and minutes for the monthly Staff Forum meetings, ensuring actions are tracked and documentation shared with staff. Producing an all-staff cascade which details salient points discussed at the meeting.
- Producing PowerPoint presentations for various meetings.
- Attending meetings as required to capture minutes/action points. Ensuring prompt circulation of the actions and follow up with officers to ensure actions are completed.
- Drafting responses to Freedom of Information enquiries within the 21 days timescale.
- Booking conferences including travel and accommodation with detailed travel itinerary.
- Using own initiative and organisational skills to manage workload.
- Financial administration of the Management Team budget

To support Extended Management Team by:

- Coordinating the Extended Management Team, Management Team and Statutory Officer Group meeting agendas, producing the minutes and following up on the actions from each meeting.
- Produce an EMT forward plan to schedule upcoming EMT agenda topics.
- Produce a weekly all staff cascade highlighting the salient points of the EMT meeting.
- Use SharePoint and MS Teams to file documentation for meetings to aid access for all of EMT.
- Maintain the office cover spreadsheet and fire liaison officer attendance to ensure cover is available in the office everyday.
- Organising Staff Awards event.
- Provide general administrative support as and when required.

General:

- To work professionally in accordance with the council priorities, procedures and financial regulations.
- To support across council areas as and when required including support for elections.

Person specification

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none">• GCSE in English and Mathematics at grade C or above or equivalent.	<ul style="list-style-type: none">• Educated to A level standard or equivalent or local authority related qualification.

Experience

Essential	Desirable
<ul style="list-style-type: none">• Proven experience as a PA or EA.• Experience of being a strategic partner to senior leaders.• Experience of diary management.• Experience of meeting administration.• Experience of using own initiative and working with little supervision.• Experience of providing and giving advice to internal and external customers.• Experience of cross team and corporate working.• Experience of dealing with confidential and sensitive issues.• Proficiency using MSOffice software packages.	<ul style="list-style-type: none">• Experience of working in a political environment.• Experience of support Councillors, a Chief Executive, Chief Financial Officer or Corporate Director.• Experience of working in local government.

Key Skills and Knowledge

Essential
<ul style="list-style-type: none">• Strong written and verbal communication skills.• Strong event management skills.• Proficient use of MS Office.• Active listener who can extract and assess the important information.• Ability to assimilate a range of complex as well as difficult/varied information and to exercise judgement and creative thinking in resolving difficult problems and developing solutions.• Accuracy and attention to detail.

- Resourceful and flexible in approach.
- Able to work with tact, diplomacy, confidentiality and sensitivity.
- Ability to gain a proficient understanding of the political leadership in Tandridge.
- Some knowledge of project management tools and practices and/or ability to work in a project environment, organising and coordinating a range of activities.
- Ability to build trust and rapport with a wide range of individuals.
- Ability to deliver high levels of stakeholder and customer service.
- Ability to think innovatively and practically.
- Ability to work with limited direction and make decisions.
- Report writing skills.
- Understanding of data protection.
- Understanding of equality and diversity.