

# EXECUTIVE ASSISTANT

## Role Profile



<b>Title</b>	Executive Assistant	
<b>Grade</b>	GRADE E	
<b>Reference:</b>	NI070	
<b>Reports to:</b>	Team Leader	
<b>Work style Definition</b>	Office based hot–desk/touch down worker	
<b>Job Type:</b>	Semi Professional	
<b>Primary purpose of role</b>	Provide an excellent executive support service and representation to one of the Leadership Team, ensuring resources are appropriately prioritised and that all activities and functions provided are efficient and effective.	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>Manage and prioritise contact and communication with the Leadership Team. (25%)</li> <li>Work collaboratively with officer/members within the council and with key regional and national agencies, and stakeholders. (15%)</li> <li>Assess and evaluate demands to the Leadership Team. (10%)</li> <li>Pro-actively identify and address issues raised with the Leadership Team as appropriate prior to their involvement. (10%)</li> <li>Deal with unexpected problems which can lead to the revision of meetings at short notice. (10%)</li> <li>Make decisions regarding priorities, deployment of team resources and the re-scheduling of calendar commitments with challenging deadlines and conflicting demands. (15%)</li> <li>Maintain a high level of knowledge of Council policies, procedures and management structures. (10%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>First point of contact for Leadership of the Council to ensure the most efficient use of their time through effective diary management and correspondence.</li> <li>Information or instructions provided to senior managers and confidentiality is maintained.</li> <li>Timely and appropriate responses to cancellations, changes of invitees, agendas, objectives, supporting paperwork, etc.</li> <li>Effective and efficient escalation of issues and arranging remedial action before they escalate.</li> <li>Cover arrangements in place with appropriate handover activity, and Leadership Team's needs and other demands are met.</li> <li>Participation in a community of practice with other Executive Assistants and Professional Assistants within both the Executive Hub and the CEX Spoke.</li> </ul>

	<ul style="list-style-type: none"> <li>Provide assistance and cover to others in Executive hub/CEX spoke when required. (5%)</li> </ul>	
<b>Key activities</b>	<ul style="list-style-type: none"> <li>Ensure that appropriate communication and support arrangements are in place to maintain the working relationship between the Leadership Team, senior managers and other key stakeholders, ensuring an effective, co-ordinated workflow of business. (40%)               <ul style="list-style-type: none"> <li>Organise and plan workload, diary and commitments</li> <li>Research, review, analyse, collate and present information on a variety of topics</li> </ul> </li> <li>Work closely with relevant stakeholders to ensure effective management and support of meetings including production of agendas, papers and minutes and check completion of all relevant action points. (25%)               <ul style="list-style-type: none"> <li>Ensure briefing any information, issues, briefing documents, presentations are available before meetings so that the Leadership Team are fully briefed.</li> </ul> </li> <li>Develop and maintain good working relationships with all staff, visitors and external contacts, liaising with internal and external stakeholders as necessary to ensure a high standard of customer care at all times (15%)               <ul style="list-style-type: none"> <li>Maintain comprehensive contacts database</li> <li>Act as first point of contact for all guests meeting with the Leadership Team with prompt and courteous reception of visitors and arrangements for car parking.</li> </ul> </li> <li>Provide the client role for organisations and agencies carrying out contractual activities for the Leadership Team of the council's offices. (5%)</li> <li>Maintain personnel files of senior managers (5%).</li> <li>Accountable for expenditure from an agreed budget of up to £5k. (5%)</li> <li>Proactively provide suggestions to the team on measures to improve the service in terms of efficiency, customer experience and best practice-supporting a continuous improvement ethos (5%)</li> <li>Undertake other duties appropriate to the grade of the post</li> </ul>	
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>GCSE's A*- C (9-4) or equivalent in English and Maths</li> <li>NVQ3 or equivalent qualification or experience in business support</li> <li>A willingness to undertake appropriate learning and development as required</li> <li>Understanding of the role of the Leadership Team.</li> <li>Knowledge of services provided by a Local Authority.</li> </ul>	
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>Understanding of the implication of the post's function within the Council and of the working relationship between senior managers and elected members.</li> </ul>	
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>Experience of providing professional or executive support to senior management within a large and complex organisation.</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Experience of using Microsoft Office products and web-based software packages.</li> <li>▪ Demonstrable administrative experience with an understanding of office procedures.</li> <li>▪ Experience of providing an effective and efficient customer service to both internal and external customers in line with policies and procedures</li> <li>▪ Experience of working within a team.</li> <li>▪ Experience of organising meetings and of producing the resulting notes, actions points, minutes and reports.</li> <li>▪ Experience of planning priorities and working to tight deadlines in a fast moving environment.</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Proven experience of working within a political environment.</li> <li>▪ Experience of undertaking research.</li> <li>▪ Experience of working with strategic policies.</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Precise and speedy keyboard skills for producing time-critical documentation.</li> <li>▪ Developed interpersonal and communication skills (including tact, diplomacy, confidentiality and a positive attitude) for exchanging varied/sensitive/complex information with a range of organisations, agencies and individuals.</li> <li>▪ Numeracy skills required for carrying out calculations and ensuring the accuracy of data.</li> <li>▪ Literacy skills required including spelling, grammar and punctuation for dealing with letters, documents.</li> <li>▪ Ability to use own initiative and independent decision making, with access to senior staff, to support the day to day delivery of business support.</li> <li>▪ Team working skills and the ability to work together with colleagues to deliver a cohesive, joined-up service to customers.</li> <li>▪ Time management skills to prioritise work appropriately, be punctual and meet deadlines in order to deliver a good service.</li> <li>▪ Accuracy with a high level of attention to detail</li> <li>▪ Analytical and problem-solving skills</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	

