

Job Profile

Senior Support Assistant

Grade: 5

Date created: Feb 2017

Date updated: April 2026

About the Job

As a member of the Executive Support Team, provide a high level, comprehensive and pro-active personal clerical/administrative support service across the service group and work with the management team to ensure consistent processes and administrative standards are met through the provision of effective and efficient executive support.

This is what we need you to do...

To provide complete and confidential administrative support to the senior management group to ensure that the necessary clerical and administrative processes that support the team's activities, including:

- Assisting in reviewing workflow and processes in order to simplify tasks and seek improvements
- dealing with telephone enquiries, paper and electronic diary management, filing, creation and maintenance of data and recording systems, including statistics and monitoring, ensuring that all enquiries are acknowledged and responded to in a consistent and timely manner, in line with relevant procedures in order to enable the organisation and team to meet its objectives
- producing a wide range of documents using relevant IT/Microsoft packages.
- carrying out work on specific projects as required, including undertaking research, information gathering and
- Providing appropriate support to meetings, seminars and workshops. Including booking rooms / venues, preparation of presentations / documents, sending invites, preparing agendas and taking minutes/action points, when needed
- providing a high standard of customer care in dealing with both internal and external customers.
- Manage and support financial matters including electronic procurement packages, P Cards and accurate recording of purchases for budget monitoring purposes
- keeping up to date with developments in new administrative systems and to recommend / implement their introduction where so instructed
- To undertake such other duties related to the work of the

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coordination as required by the Senior Management Group.

Executive Support team as may be assigned that are consistent with the nature of the job and its level of responsibility.

Principal Contacts

- Directors
- Senior managers
- Elected Members
- Senior Council Officers
- Members of the public
- External organisations' senior representatives
- Other GCC staff

Special Conditions

- Assist in the implementation of the organisation's equal opportunities objectives with particular reference to any targets / positive actions set out in the [Fairness & Diversity Strategy]
- To adhere to all appropriate Health and Safety policies and procedures and other policies and procedures applicable to employees

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Relevant administrative experience for the role, including using appropriate systems
- Experience of working as part of a team
- Experience of dealing with internal and external customers
- Working knowledge of relevant legislation and policy context appropriate to this post
- Experience of working within a complex statutory organisation
- Experience of developing working practices, business processes and office systems.

Knowledge, Skills and Understanding

- Excellent communication skills, both written and verbal at all levels
- Effective time management
- Good skills in producing work including formatting, layout and style
- Good level of IT skills, with experience of using all Microsoft packages, e.g. Word, Excel, Outlook etc
- Ability to find information and undertaking research in an efficient manner using appropriate tools, e.g. internet

Behavioural attributes

- Demonstrates appropriate Gloucestershire Employee Behaviours.
- Good communication skills both oral and written
- Ability to manage own workload and work on own initiative, dealing with conflicting priorities and able to meet demands of working in a busy office environment through commitment to working to deadlines
- Flexible and adaptable
- Strong customer focus with a commitment to ensuring the provision of high quality services, both internally and externally
- Attention to detail
- Good interpersonal skills and ability to work as part of the wider team
- Excellent organisational skills
- Enthusiastic, self-motivated team worker

Education & Qualifications

Essential

- Educated to GCSE level in Mathematics and English to Grade C/4 or above
- NVQ 3 in Business Administration or an appropriate equivalent qualification
- Diploma or NVQ 3 in Business Administration or appropriate equivalent qualification / experience