

**About the Job:** To directly and proactively provide a comprehensive service to Directors through the provision of a complete executive and service support function across a range of activities in support of corporate objectives and obligations. To expertly manage the Director's expectations and requirements in respect of diary and meetings, customer contacts, the collation of documents and data and to undertake executive projects and initiatives as appropriate.

**This is what we need you to do...**

### **Customer Services**

- Timely managing all aspects of customer contact, using appropriate challenge and behaviours, to achieve outcomes that reinforce the council's customer care principles
- Adopting an "ambassadorial" role
- Applying a full and up to-date knowledge of council business its organisation, personnel, policies and political context
- Managing and co-ordinating the resolution, completion, reporting and review of issues and complaints as appropriate, including Freedom of Information/Media contact etc.

### **Complete Diary Management**

- Managing Director's movements and appointments effectively, including travel, in accordance with their personal and business requirements
- Developing and managing appropriate protocols to ensure meetings are relevant and timely and that all relevant parties understand the agreed purpose, arrangements and outcomes of meetings. Adopting the confidence to review and revise protocols as necessary

### **Data Management**

- Managing, overseeing and co-ordinating the provision, interpretation and analysis of data, including their presentation and validation to enhance and improve service delivery.
- Developing protocols for the management of complex information in support of the Director.
- Co-ordinating and updating SAP, P-Cards, leave requests for Directors as appropriate.
- Directing the development, maintenance and simplifying of relevant systems, web-based communications and templates to support and enhance the Director's personal and business requirements.

## **Document & Information Management**

- Initiating and creating documents to facilitate Director's requirements, including preparations for briefings.
- Ensuring that a comprehensive management and scheduling service for committees and portfolio members is provided, liaising with other services and stakeholders where appropriate.
- Co-ordinating all activities associated with hosting/attending events, meetings or training where the involvement includes partner organisations.
- Photocopying, printing or scanning of documentation for Director(s) as appropriate
- Collation of information from a variety of sources on service activities and performance to ensure timely response is provided to direct requests for or on behalf of the Director(s) e.g. FOI's, Council Questions

## **Minute Taking and Reports**

- Managing and facilitating the Director(s) input/attendance to meetings, statutory functions, consultations etc. and understanding the agendas, status, timetables and stakeholder group accordingly, recognising interdependencies and IT requirements as appropriate.
- Recording of bullet pointed actions at meetings (or minutes by exception) as determined appropriate by the Director.
- Facilitate and support the Director(s) role and associated tasks in staff performance meetings and consultations.

## **Communications/Mail/Post**

- Managing, dealing with and distributing Director's communications, post and emails, including responding, recording and indexing as appropriate
- Managing the prioritising of work and dealing with it appropriately by distinguishing the urgent and important/information and action

## **Executive Support Service Development**

- Identifying, capturing and participating in feedback to develop and improve the executive support service to ensure Director's confidence and satisfaction is maintained.
- Participating and where appropriate initiating, development activity to ensure skills and knowledge are up to date and relevant.

- Make recommendation to Directors and PA group(s) on working practices, protocols and processes in order to work more effectively; monitor and review outcomes of change.

### **Special Conditions:**

- Protocols will be developed for particular duties or activities relevant to a Director as required.

### **Principal Contacts:**

- |   |   |
|---|---|
| • Elected Members                         | • External organisations senior representatives |
| • Members of Parliament and their offices | • Council senior management                     |
| • Members of the public                   | • Other GCC staff                               |

### **The ideal candidate will have...**

#### **Experience**

- Strong organisational skills, with a proven ability and confidence to respond to tight deadlines and juggle conflicting priorities
- Development and maintenance of protocols (e.g. managing complex information or meetings), effective working practises, standards, systems and processes to ensure that all parties understand the agreed purpose and arrangements.
- Experience of proactively supporting Directors and senior managers in an executive/personal assistant capacity
- Dealing with Elected Members and external organisations and partners
- A good knowledge of council or large diverse organisation's processes, structures, policies and political interests
- Experience of arranging and providing appropriate support to meetings, including travel, accommodation and time management requirements.
- Proven ability to build good working relationships

#### **Behavioural attributes**

- Confident, enthusiastic, self-motivated, resilient and an excellent team-worker
- Ability to take responsibility and work on own initiative, under pressure and to deadlines without direct supervision
- Strong ambassadorial and inter-personal skills with a proven ability to build good working relationships at all levels

- Customer focused and politically aware
- Diplomatic but persuasive with ability to liaise effectively with all levels of staff
- Enthusiastic about learning and sharing new approaches and skills and continuing professional development
- Flexible and team approach to ensure Directors are supported appropriately during holidays and unplanned absences
- Good inter-personal skills

### **Knowledge, Skills and Understanding**

- Excellent skills in Microsoft Outlook, Word, Excel, PowerPoint and other ICT & e-government systems, including large operational business and performance management systems.
- Knowledge of information system, templates, internet and intranet arrangements and an ability to initiate and oversee the management of appropriate web-based communications, incorporating security requirements
- Organisational skills in respect of arranging meetings, including travel and accommodation requirements, agenda setting and timetables and IT requirements as appropriate.
- Understanding of data protection, freedom of information and other relevant legal obligations to support the Director's responsibilities in this respect.

### **Education & Qualifications**

- GCSE/O-level standard in English and Maths (grade 4 (C) or above) or hold an appropriate equivalent level qualification
- NVQ level 3 in Administration or an equivalent qualification or able to demonstrate equivalent standing through experience and training base.
- Willingness to undertake relevant training as required