

Job Title	Executive Personal Assistant				
Service	Corporate Services				
Team	Personal Assistants	Location	Shute End/Smart Working		
Reports to	Business Partnering Manager			Grade	7

This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Summary of Role

- To provide effective, efficient and highly confidential support to Directors, Senior Leaders, and projects.

Key Accountabilities

- To work with a great deal of autonomy, managing all aspects of the office of the Director and knowing clearly when to delegate or escalate enquiries without guidance.
- Take ownership of calls/enquiries and ensure that outstanding tasks are followed up and dealt with to the satisfaction of both the customer and the Council whilst ensuring that service requirements, corporate policies and procedures are adhered to.
- Independent preparation of letters, reports, spreadsheets and presentations with a high degree of confidentiality and accuracy.
- Attend senior level meetings as required to take and produce clear, concise minutes, ensure prompt circulation of these and manage the actions arising.
- Uphold the Customer Care Charter at all times and work professionally in accordance with the Council's policies, procedures, standing orders and financial regulations.
- Support the operational and functional management of the service including the distribution of resources to meet customer and organisational needs, while supporting corporate initiatives.
- To act as the focal point for the dissemination of key information to Senior Officers and Members, ensuring they are kept fully apprised of all relevant matters relating to the specific service.
- Assist with special projects.
- Create and collate service specific information.
- Proactively identifies any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility.
- Line management of Personal Assistants supporting the Directorate.

Additional Corporate Responsibilities				
1	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.			
2	Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.			
3	Safeguarding responsibilities: At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.			
4	Special Factors: These will vary from role to role as defined within the individual contracts of employment.			
5	Behaviour: Works within the Council’s “competency framework” and adheres to the Code of Conduct and the Council’s Constitution.			
Competencies Required in Role				
Core Competencies	Foundation	Proficient	High Achiever	Role Model
21 st Century Public Servant		✓		
Personal Responsibility		✓		
Professionalism & Know How		✓		
Working together		✓		
Person Specification				
Qualifications				
Essential		Desirable		
<ul style="list-style-type: none">Recognised vocational or working towards professional qualification or significant practical experience		<ul style="list-style-type: none">NVQ, BTEC or other relevant qualification in secretarial support or administration		

Technical Skills	
Essential	Desirable
<ul style="list-style-type: none"> Excellent IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel 	<ul style="list-style-type: none"> Ability to analyse management data and communicate to groups, including recommending appropriate action where necessary
<ul style="list-style-type: none"> Well-developed written and verbal communication skills with an ability to vary style to meet the needs of the audience 	<ul style="list-style-type: none"> Ability to work with tact, diplomacy, and sensitivity
<ul style="list-style-type: none"> Ability to actively listen in order to extract and assess the important information 	<ul style="list-style-type: none"> Ability to accurately and efficiently minute meetings
Knowledge & Experience	
Essential	Desirable
<ul style="list-style-type: none"> Significant experience of working in a similar support or personal assistant role 	<ul style="list-style-type: none"> Experience of working in an environment of continuous improvement and innovation
<ul style="list-style-type: none"> Experience of using own initiative and working without supervision 	<ul style="list-style-type: none"> Experience of working in a large, complex and political organisation
<ul style="list-style-type: none"> Excellent understanding of the area being supported and the main challenges it faces 	<ul style="list-style-type: none"> Experience of supporting and developing others
<ul style="list-style-type: none"> Experience of providing information and advice to customers 	
<ul style="list-style-type: none"> Experience of successfully supporting change 	