

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Executive Assistant	Grade: PO1
Section: Support and Member Services	Directorate: Chief Executives Group
Responsible to following manager: Head of Chief Executive's Office	Responsible for: N/A
Post Number/s: RWC0144	Last review date: September 2025

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To provide effective, efficient, and comprehensive support to the Chief Executive and Deputy Chief Executive. This includes providing administrative and secretarial support, inbox and diary management, meeting support and coordination of briefings, presentations and other materials as directed.

Specific Duties and Responsibilities

- Provide full executive assistant support such as managing correspondence and complaints from residents, drafting letters, minuting meetings, and other administrative tasks in supporting the Chief Executive.
- Proactively manage and coordinate the Chief Executive's diary by prioritising and arranging internal and external meetings, ensuring appropriate briefing papers are prepared sufficiently in advance.

- Organise and support meetings by drafting agendas, collating papers and reports, taking minutes and following up action points.
- Attend and support the Chief Executive at meetings, ensuring required actions are captured and followed up to completion.
- To show initiative, anticipate pressure points and potential problems and takes appropriate action.
- Develop good working relationships and collaborative arrangements with internal and external stakeholders. Act as an effective communication link between the Chief Executive and Council Leader's, Cabinet Members, Committee Chairs and Directors; establishing effective relationships with other directorate support officers across the council.
- To maintain effective filing and data storage, including emails and retrieval systems utilising databases and spreadsheets
- Acts as point of contact for requests for information, complaints and related enquiries relating to the Chief Executive. Prioritises requests as necessary and balance competing demands and ensures that these are dealt with promptly and appropriately.
- To plan and organise travel and accommodation for the Chief Executive.
- To facilitate cover arrangements as appropriate for the Council Leader, Executive Director of Finance, and Executive Director of Change and Innovation.
- Tracks progress and gathers information for service needs, such as KPIs.

Generic Duties and Responsibilities

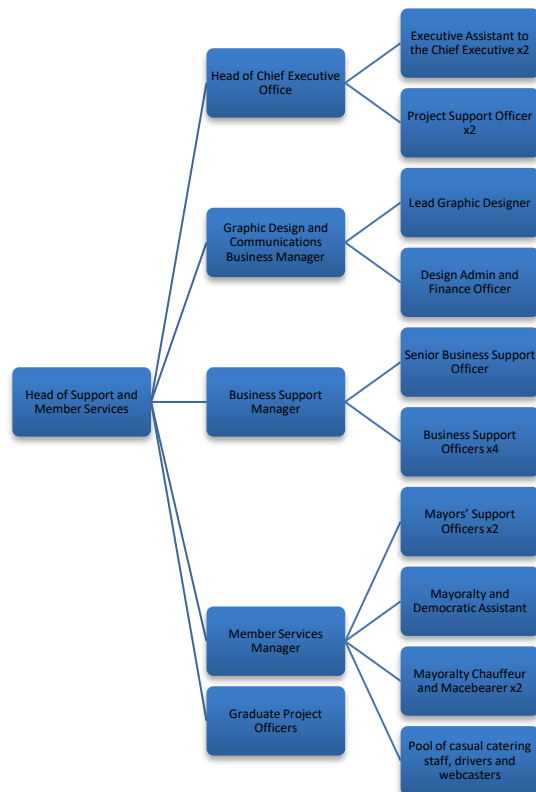
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnership.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the Councils.

- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role

Additional Information

Post holder will be expected to work flexibly across two locations (Wandsworth Town Hall and Richmond Civic Centre) and maintain a high level of office visibility.

Team structure



Person Specification

Job Title: Executive Assistant	Grade: Scale 6 to PO2
Section: Support and Member Services	Directorate: Chief Executive's Group

Responsible to:	Responsible for: N/A
Post Number/s	Last Review Date: July 2025

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A good understanding of how local government works and the key issues / challenges facing local government.	E		A, I & T
Experience	Essential	Desirable	Assessed
Recent experience of working in an administrative/support role following and developing office procedures and managing paper and electronic records; experience of complex diary management.	E		A
Evidence of working in changing circumstances.	E		A & I
Experience of operating in a political environment, recognising and handling in an appropriate manner, confidential or sensitive information and distinguishing between political and non-political activities.		D	A & I
Strong focus on customer care, displaying tact, diplomacy and resilience when dealing with difficult situations and always projecting a confident and professional image.	E		A & I

Experience of supporting the development of administrative processes and business support systems to achieve best value for money.	E		A & I
Skills	Essential	Desirable	Assessed
Ability to use IT applications effectively to create high quality documents, presentations, spreadsheets, in an accurate and timely fashion and to showcase the appropriate corporate standards, using creativity and demonstrating great attention to detail.		D	A, I & T
Ability to research information (textual, financial and statistical) from a variety of sources and to present it in a consistent, concise and understandable way, both orally and in writing.		D	A & I
Ability to draft responses using principles of Plain English to complaints, letters, enquiries and requests without having to be instructed on every occasion, using common sense and initiative, thinking ahead ("horizon scan") and anticipating needs and potential problems from the signals given.	E		A, I & T
Ability to work both independently and flexibly with limited supervision and to engage well with others.	E		A & I
Ability to work as an effective team member, using initiative and adapting to changing priorities and deadlines in a calm, well-organised and methodical manner.	E		A & I
Ability to recognise and handle in an appropriate manner, confidential or sensitive information.	E		A & I
Experience of supervising staff.		D	A
Qualifications	Essential	Desirable	Assessed
Educated to the degree level		D	

A – Application form / CV
I – Interview
T – Test
C - Certificate