**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Executive Assistant | **Grade**: Scale 6 to PO2  |
| **Section:** Support and Member Services | **Directorate:** Chief Executives Group |
| **Responsible to following manager:**Mayoralty and Business Manager  | **Responsible for:**N/A  |
| **Post Number/s:** RWC0144 | **Last review date: July 2023** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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**

Officers work within a designated functional area and is responsible for providing effective, efficient, and comprehensive support to the Chief Executive across both councils. 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**

1. 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.
2. 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.
3. Organise and support meetings by drafting agendas, collating papers and reports, taking minutes and following up action points.
4. Attend and support the Chief Executive at meetings, ensuring required actions are captured and followed up to completion.
5. To show initiative, anticipate pressure points and potential problems and takes appropriate action.
6. 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.
7. To maintain effective filing and data storage, including emails and retrieval systems utilising databases and spreadsheets
8. 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.
9. To plan and organise travel and accommodation for the Chief Executive.
10. To facilitate cover arrangements as appropriate for the Council Leader and Director of Finance.
11. To ensure that the services for both councils are dealt with on an equitable basis to deliver the standards required for each.
12. Other reasonable duties as required.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* 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 the SSA’s policies, 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 council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

Whilst flexible and agile working is available, the nature of this role supporting the Chief Executive, inevitably requires a high level of in-office visibility. Candidates should expect a need for a minimum of two days in the office. There may be evening and weekend working as required.

You may at times be asked to travel between two sites as required by the needs of the service.

**Team structure**

**Person Specification**

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| **Section:** Support and Member Services | **Directorate:** Chief Executive’s Group |
| **Responsible to:**Mayoralty and Business Manager  | **Responsible for:**N/A |
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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **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** |  |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**