



# Job Profile comprising Job Description and Person Specification Job Description

<b>Job Title:</b> Executive Assistant and Project Support	<b>Grade:</b> SO2
<b>Section:</b> Policy, Project and Improvement Team	<b>Directorate:</b> Children’s Services
<b>Responsible to following manager:</b> Business Operations Manager	<b>Responsible for following staff:</b>
<b>Post Number/s:</b>	<b>Last Review Date:</b> August 2024

### Working for the Richmond & Wandsworth Better Service Partnership

This is an Executive Assistant role dedicated to supporting the work of the Director of Children’s Services in Wandsworth. The role will support the needs and expectations of Wandsworth Council specifically as translated in the priorities for the Children’s Services Department.

To succeed as an Executive Assistant one requires strong organisational skills, exceptional communication abilities, adaptability, attention to detail, a proactive mindset, strong problem solving skills and a high level of professionalism.

The Executive Assistant will report to the Business Operations Manager, while working closely in partnership with the Executive Director to ensure seamless communication and support for various initiatives managing day to day tasks and contributing to the strategic projects and workstreams as prioritised by the Director.

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 support Executive Director to deliver on directorate strategies, directorate priorities, service transformation programmes and political manifesto commitments by ensuring they have the highest quality diary management, administrative, organisation and logistics support.
- To create comprehensive briefings to effectively summarise data, insights and information that enables the Executive Director to work at pace Children's Services to deliver outstanding services.
- To help with logistics for inspections, visits and engagements ensuring that resourcing requirements are well planned, communicated and co-ordinated to run at a very high standard.

### **Specific Duties and Responsibilities**

1. Effectively manage calendars, schedules, scheduling meetings, co-ordinating travel arrangements.
2. Prepare briefings, presentations and conduct research. To coordinate with various departments to gather necessary information and resources for briefing notes and data summaries.
3. Handling sensitive information with discretion and maintain confidentiality at all times.
4. Organise events, meetings, functions, which includes venue selection, catering and managing guest lists.
5. Handling and prioritising incoming and outgoing communication, including emails, phone calls, messages, complaints, compliments, feedback.
6. To provide project support by assisting in the planning, implementation, and monitoring of projects and workstreams, ensuring that project goals and timelines are met.
7. Acting as a point of contact between the Executive and other team members and key stakeholders.

8. Organising and maintaining digital files and records to ensure easy access to important documents.
9. A proficiency in Microsoft Teams, PowerPoint, Excel, Word and able to learn to navigate Council IT programmes. Ability to perform basic troubleshooting of common IT issues to enable a slick and effective ability to operate in a technology-driven work environment while support the Executive Director.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- 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 & 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 roles 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.

## Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the Richmond and 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
An understanding of the wider context in which local government operates.		X	A / I

Knowledge and understanding of inspections, audits, reviews, with experience of managing or supporting inspections.		X	A / I
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
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.		X	A / I
Experience of successfully managing own workload in an environment where deadlines and priorities frequently change and are often conflicting.	X		A / I
A track record of working as part of a project teams, and ability to manage the delivery of the project teams in a timely fashion.		X	A / I
Evidence of using an innovative and imaginative approach and the ability to problem solve.		X	A / I
Experience of inter-agency and partnership working.		X	A / I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to communicate effectively both orally and in writing, with a variety of stakeholders.	X		A / I
Pursues creative and new ideas to provide solutions to complex problems		X	A / I
Ability to establish positive working relationships with all stakeholders.		X	A / I
Demonstrable resilience and flexibility of approach and is able to manage uncertainty and ambiguity.	X		A / I
Ability to absorb, interpret and adapt different sources of information to develop briefings.		X	A / I
Ability to accurately analyse numeric, financial, textual and performance data and present your findings in a clear briefing.		X	A / I
Ability to work at pace, juggle priorities, and assimilate new information quickly, and ability to make judgements under pressure.	X		A / I
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Educated to degree level or equivalent through work experience		X	A / I



Evidence of continuing professional and / or technical development		X	
Hold a PRINCE2 or other project management qualification		X	

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**