

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Apprentice Executive Assistant	Grade: Apprentice
Section: Executive Support	Directorate: Adult Social Services
Responsible to following manager: Senior Executive Assistant	Responsible for following staff: N/A
Post Number/s: TBA	Last review date: 26/08/2020

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

To assist the Senior Executive Assistant and Executive Support Team in providing support to the Senior Management and Senior Leadership Teams in Adult Social Services.

Specific Duties and Responsibilities

1. Supporting the set-up of meetings including arranging refreshments, checking and booking appropriate rooms, ensuring any equipment required is booked, printing agendas and meeting paper packs.
2. Preparing PDF packs for meetings.

3. Involvement in project work as necessary e.g. within the Transforming the Future Task and Finish group.
4. Diary management for the Heads of Services.
5. Liaising with other members of the Executive Support Team on any diary clashes that require meetings to be rescheduled.
6. Locate appropriate venues for staff briefings.
7. Seeking quotes for refreshments and venues.
8. Copy typing and printing.
9. Chasing officers for reports for meetings.
10. Answering telephones, taking messages or assisting the caller where possible.
11. Full use of O365 (uploading docs, SharePoint/MS Teams/Stream/Visio/etc.).
12. Creating FM helpdesk requests and logging IT calls
13. Raising Purchase orders, processing timesheets and Goods receipting
14. Supporting with Interviews.
15. Assisting with reference requests.
16. Attending meetings and Minute taking.
17. Uploading documents onto the ModGov system.
18. Dealing with ad-hoc requests.

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.

Person Specification

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Section:	Directorate:
Responsible to:	Responsible for:
Post Number/s:	Last Review Date:

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.

Requirements	Assessed by A & I/ T/ C
Knowledge	
Understanding of good customer service / customer relations	
Understanding of collaborative working/ working in partnership with stakeholders	
Use of Office 365 / Microsoft system would be beneficial	
Experience	
Some office admin experience	

Skills	
Good IT Skills eg: Inputting to and creating Excel spreadsheets/Word Documents	
Good timekeeping and time management	
Good attention to detail	
Good telephone manners	
Simple letter and email writing	
Good interpersonal and communication skills	I
Qualifications	
GCSE maths and English A-C/9-4 or equivalent	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate