

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Executive Assistant	Grade: SO1– SO2
Section: Business Support	Directorate: Children’s Services
Responsible to following manager: Senior Executive Assistant	Responsible for following staff: N/A
Post Number/s:	Last review date: August 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 provide effective, efficient and comprehensive executive assistance and business support services to the Children’s Services Senior Management Teams, working flexibly within a team, to ensure a consistently high level of response to both internal and external customers, including service users, their families or carers.

The post holder handles, diverts and resolves, wherever possible, incoming enquiries to the Director, Assistant Directors and Heads of Service through various access channels, including telephone, face to face, web, email and letter, ensuring that as many enquiries as possible are resolved at first point of contact and ensuring a response



within required timescales. All Executive Assistants when required will need to have flexible approach in supporting other areas and at times may be required to work elsewhere across the directorate.

Specific Duties and Responsibilities

SO1

- To act as first point of contact for the Director, Assistant Directors and Heads of Service, and respond to incoming communications and enquiries using own initiative and discretion to resolve issues where possible on their behalf.
- To provide a comprehensive executive support service to the Director, Assistant Directors and Heads of Service including managing diaries, correspondence, organising and preparation of paperwork for meetings – preparation of agendas, collating and circulating papers, minuting meetings, travel arrangements and collation of information and data, whilst maintaining the strictest confidentiality.
- To use the Council's financial system to raise purchase orders and validate and manage payment of invoices for those orders, ensuring that standing financial instructions are adhered to in the ordering of and payment for goods.
- To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
- To ensure all Member enquiries are dealt with promptly and effectively.
- To advise and support SMT and Heads of Service on relevant matters affecting the service.
- To ensure provision of supplies and equipment for directorate office functions is relevant and value for money.
- To contribute towards the development of good working relations and collaborative arrangements with partner and other external organisations.
- To support the Senior Executive Assistant and work with colleagues in the development and maintenance of administrative processes, procedures and systems.
- To provide support with HR functions for new staff / leavers / disciplinary issues.

SO2

- Deputise for the Senior Executive Support



- To liaise with lead Cabinet Members on behalf of the Director, Assistant Directors and Heads of Service ensuring appropriate support is offered and prioritised, and liaising with all Members generally.
- To assist SMT with the management of budgets, to ensure all necessary processes and procedures are carried out in a timely and effective way.
- To liaise with our Council departments, other London boroughs, and external agencies 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

The Executive Support Team acts as the first point of contact for the departments, providing support, information and guidance to all staff, colleagues in other Council departments and external agencies. The Team deal with a high number of enquiries, many of which can be complex, and are expected to have sound knowledge of the departments and the Council as a whole.

Person Specification

Job Title: Executive Assistant	Grade: SO1 – SO2
Section: Business Resources	Directorate: Children’s Services
Responsible to: Senior Executive Assistant	Responsible for: N/A
Post Number/s:	Last Review Date: August 2020

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.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Good knowledge of PA/Executive Assistant office work, including extensive diary management.	A/I
Good knowledge of the Data Protection Act 1998 and GDPR.	A/I
Recognised level of expertise in relation to duties described in the job description.	A/I
Experience	
Significant experience of managing own workload, under pressure, to meet deadlines.	A/I
Good experience of PA/Executive Assistant work at senior level, including extensive diary management and handling confidential and/or sensitive information.	A/I

Experience of preparing for, planning and minuting a variety of meetings.	A/I
Skills	
Good knowledge of standard IT packages to an advanced level (MS Office – Outlook, Word, Powerpoint) and ability to learn new ones.	A/I
Good level of communication skills in English, both written and oral, to provide clear and concise messages in a variety of internal/external contexts.	A/I
Ability to work flexibility within a team environment and respond to changing priorities.	A/I
To be proactive in dealing with all areas of work and willing to take on different elements of work should the service require	I
Qualifications	
Educated to A level standard or equivalent	A/I/C
Evidence of a secretarial qualification, eg., OCR/RSA level 2/3 or equivalent or by experience.	A/I/C

A – Application form / CV

I – Interview

T – Test

C - Certificate