

Job Description

Job title	Executive Assistant
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 4
Reports to	Assistant Director Adult Social Care

Main purpose of the job:

To provide an outstanding, professional, wide-ranging executive support service for the Assistant Director to enable them to become more effective and efficient in their role, by providing key executive support.

To manage the Personal Assistant to the Assistant Director, undertaking supervision and providing professional support where necessary in order to ensure that an effective and efficient service is being provided.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

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Accountabilities and outcomes:

Lead on key projects, undertaking thorough research and analysis of associated topics, providing briefing notes and presentations and following through on key outcomes.

Provide high-level executive support for various meetings with a range of stakeholders including planning the strategic agenda, ensuring reports are produced to a high standard, papers are collated and records of meetings are produced in order to ensure that outcomes are communicated through the appropriate channels and action logs are maintained.

Provide high quality line management and supervision to the Personal Assistant, ensuring that they are appraised in accordance with the Council's appraisal process in order to manage and support them in their work and professional development and address any issues of poor performance.

Provide cover for the Personal Assistant and maintain the organisation of the daily workload, diary management, and filter and co-ordinate all communications

Manage and co-ordinate the smooth running of the Assistant Director's office in order to ensure an effective and efficient service is provided.

Establish and maintain appropriate monitoring systems and provide accurate management information including co-ordination and collation of all performance data on a regular basis.

Maintain and update all internal communication channels for the directorate including intranet pages in order to ensure they are current and relevant.

Support high profile visits to Medway, establishing a programme to ensure comprehensive coverage. |

At the discretion of the Assistant Director, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

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Organisation:

This role reports to the Executive Assistant.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis. |

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

- 5 GCSEs Grade 4 or above, (or equivalent) in English and Mathematics or equivalent.
- Level 3 in business administration / customer service or equivalent qualification or willingness to commence Level 3 qualification in leadership and management
- Evidence of continuous professional development

Knowledge

- Practical and procedural knowledge across the Directorate areas in which you are engaged.
- Expert knowledge in the areas in which you are working including systems and legislation that govern how you work.
- Detailed knowledge of GDPR and FOIs.
- Detailed knowledge of HR and Health and Safety policies and procedures.
- Knowledge of establishing effective internal and external partnerships
- Knowledge and ability to make best use of resources and effectively managing budgets
- Detailed knowledge of the service and the wider organisational context and how this interfaces with Members, possessing the skills required to take a lead role in ensuring partnerships work
- Detailed knowledge of council systems in order to provide accurate management information
- Knowledge of and ability to plan projects and tasks in a structured way, monitoring progress against plans and can embed these into working practice.

Experience

- Experience of managing others ensuring excellent administrative service is always offered.
- Experience of delivering projects and working within and achieving income targets
- Experience of using different communication methods with an adaptable style
- Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible and persuasive way.
- Experience of overseeing the management of business projects.
- Experience of providing supervision and expert advice to colleagues including managing performance and undertaking performance appraisals.
- Experience at a high standard (minimum 36 months) within the Range 4 role.
- Demonstrable experience of supporting others to work well under pressure and difficult situations, able to identify and act on own development needs.

Skills

- Proficient in the use of Microsoft office applications with the ability to use these to interpret data and prepare reports for Senior managers
- Ability to ensure all staff understand the service's targets and their individual roles and responsibilities.

- Ability to deliver on service plan targets for the team
- Understand the Service vision and interpret it to develop practical and achievable work plans.
- Ability to act as a role model to promote equality and manage diversity in the workplace.
- Good communication and interpersonal skills.
- Able to build and develop productive teams to identify better ways of working and manage change effectively.
- Ability to appropriately manage difficult/sensitive situations.
- Ability to work confidently and on own initiative with a high degree of autonomy.
- Ability to manage time and workload effectively.
- Ability to use analytical skills to interpret complex information and situations.
- Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovative thinking. |