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Job and Person Profile

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| **Job title** | Executive Assistant and Project Support |
| **Job Reference** | 74 |
| **Grade and Salary** | 5 – £25,991 pro rata for part time  This role includes performance related pay progression |
| **Directorate** | Adult and Community Services |
| **Service area** | Business Management |
| **Location** | Endeavour House, Russell Road, Ipswich, Suffolk, IP1 2BX |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| This role offers the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (eg a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Working from home (including hybrid home & office working)* * *Working from different Council buildings* * *Working adjusted core hours (eg starting later and finishing later or other patterns)*   All flexible working preferences will be considered alongside the individual demands and nature of the role. |

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| **Main purpose of the job** |

This is a demanding role working to the Director/Assistant Director in insert directorate, a busy forward-thinking environment. You must have excellent interpersonal skills and political awareness together with well-developed PA skills.

You must be highly organised, have good attention to detail and be able to work flexibly to meet deadlines. This role requires an individual who can quickly acquire a good understanding of the Council agendas and apply this knowledge to deal efficiently and professionally with a wide range of business issues.

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| **What you will be expected to deliver in the role** |

* To be proactive in supporting the Director/Assistant Directors and Cabinet member to succeed in the full remit of their role.
* To lead on delegated projects using clear insight of strategic and corporate priorities.
* To proactively build a broad understanding not only of own business area but also a strong sense of wider political and corporate challenges – ‘the bigger picture’.
* To work with real influence and impact, leading and driving significant pieces of work.
* Maintain realistic, efficient and manageable electronic diaries for your aligned Director/Assistant Director and Cabinet member.
* To effectively manage all aspects of meetings / conferences. Including developing agendas and managing timely responses to deadlines, including drafting correspondence, and travel arrangements.
* Support with budget management as required.
* Full contributing member of the management team in the lead service.
* Proactively deal with a range of complex enquiries on behalf of the Director / AD and Cabinet member, redirecting activity to meet customer expectation.
* Deal with complaints and compliments relevant to the service area, drafting complaint response where appropriate.
* Co-ordinate the reporting of information, negotiating deadlines and content provision with colleagues at all levels e.g. completion of sections of the CMT performance report.
* To build strong relationships with a broad range of stakeholders, internal and external leaders and key influencers.
* Establish a strong working relationship with cabinet members, responding to work demands as required.
* To both contribute to and influence the day to day work of the AD and feel empowered to make decisions autonomously and challenge accepted process.
* To fully own and become the ‘go-to’ person for delegated areas of business.
* Provide logistical support to the Director/AD and Cabinet member by arranging meetings, drafting communications, producing reports, diary management etc. as required.
* To be the lead contact for Freedom of Information requests and strategic information agent.
* To identify and escalate key issues for the immediate attention of the Director, Portfolio Holder or other senior managers.
* Lead on the staff communications and engagement plan to deliver specific outcomes if appropriate in the service area.
* Lead on cross directorate / cross organisational projects.
* Undertake delegated health and safety assessments and assist with H&S audits as required.
* Take ownership of the self-directed and effective operation of the PA team, ensuring that AD requirements are met or expectation re-negotiated.
* To provide cover for PA roles across the council as required.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Educated to degree or equivalent qualification or evidence of an equivalent level of knowledge and experience.
2. Management qualification to CMS/NVQ4 or equivalent knowledge
3. Recognised qualification or formal training in project management or evidence of an equivalent level of knowledge & experience.

**Values and personal qualities**

1. Demonstrates personal values and behaviours aligned to our corporate [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) values.
2. Passionate about making a positive difference for Suffolk.
3. A confident communicator who can convey both simple and complex information with a wide range of audiences, both internally and externally.
4. Evidence of ability to research analyse and present sensitive and sometimes complex or contentious information in a political environment.
5. Strong networking skills with credibility to lead and motivate in initiatives that involve significant change.
6. Delegation skills to prioritise and manage workloads effectively.
7. Sound knowledge of a broad range of administrative procedures, with an excellent working knowledge of Microsoft packages, e.g. Word, Excel, PowerPoint, Outlook etc.
8. Political sensitivity and awareness in order to work closely with Councillors and take the initiative to support other colleagues to do the same.

**Specialist knowledge skills and experience**

1. Sound problem solving skills – both proposing potential solutions and helping others to reach solutions.
2. Excellent planning skills to ensure deadlines are met for long term as well as day to day planning.
3. Proven ability to work on own initiative to plan, prioritise and manage conflicting deadlines and priorities with minimal supervision in a pressurised environment.
4. Proven ability to manage a caseload of project work to completion or to support others to do this.
5. Ability to understand, recognise, monitor and escalate risks at corporate, programme or project level.
6. Sound understanding of Local Government structures and the current challenges on public services.
7. Proven experience of providing secretarial or administrative support at a senior level.
8. Proven experience of providing administrative support to programmes and projects.
9. Experience in supporting complex projects involving a number of partners, internal and external.
10. Proven ability to be flexible in approach, to work with a wide range of roles and types of people at any level of seniority.
11. Experience of managing competing demands from more than one manager with the ability to effectively prioritise in light of known service challenges and priorities.

**Additional requirements**

*(These are required for this role, but it is not necessary to demonstrate in your application)*

1. Ability to travel to other locations, both SCC and external organisations.
2. Flexible approach to working patterns and locations.
3. Willingness to become a mentor, coach or super user.
4. Resilient, flexible and organised.

**Travel requirements**

This organisation positively encourages the use of technology to communicate and engage, but on occasions there may be a requirement for you to travel using reasonable and suitable means available to you and agreed by the authority.



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

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| **W** | **Wellbeing** – Looking after yourself and each other #oneteam |
| **E** | **Equality** – Respecting, valuing, embracing, and celebrating everyone’s unique differences |
| **A** | **Achieve** – We are the best we can be |
| **S** | **Support** – We work as one team |
| **P** | **Pride** – We are passionate about making a positive difference to the people and place of Suffolk |
| **I** | **Innovate** – We believe that every penny counts and every minute matters |
| **R** | **Respect** – We give and earn respect |
| **E** | **Empower** – We empower, encourage, and motivate |

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our ASPIRE values.

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| **Guaranteed Interview Schemes** | If you are a care leaver or have a recognised disability, please tell us on your application form and we offer a guaranteed interview for those who meet the essential criteria from the role. |
| **Reasonable Adjustments** | If you have a disability or long-term illness that may prevent you from meeting any of the essential criteria, please contact us to discuss whether a reasonable adjustment can be made.  **Tel: 03456 053 000 Email:** [**recruitment@suffolk.gov.uk**](mailto:recruitment@suffolk.gov.uk) |

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| We offer a fantastic working environment including diverse and active staff networks,  great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents. Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more. |