



JOB DESCRIPTION

POST: Executive Support Officer Deputy Chief Executive and Chief Operating Officer

DEPARTMENT: Strategic Policy

REPORTING TO: Strategic Lead in Strategic Policy team

RESPONSIBLE FOR: None

GRADE: 5

MAIN JOB PURPOSE:

The post holder works to provide efficient, effective and professional support to strategic officers in the Senior Leadership Team (SLT) (the Chief Executive, Deputy Chief Executive, Chief Operating Officer) and Leaders of Babergh and Mid Suffolk District Councils.

The post holder will provide effective communications and liaison between relevant Directorates, with the strategic officers in SLT, Joint Council Leaders and Members, external bodies, Members of Parliament, Government Departments, partners and other stakeholders.

To be part of the Strategic Policy team, providing flexible strategic support to the strategic officers in SLT (and SLT as required) and the Joint Leaders overseeing administration and continuous cover. Provide cover for the Executive Assistant posts as required.

DUTIES AND RESPONSIBILITIES:

1. Work collectively across Strategic Policy team with all team members to ensure strategic support is effectively provided to SLT.
2. Ensure the Strategic Leadership officers and Joint Leaders are prepared for meetings by commissioning briefings from the policy team and other relevant colleagues to provide timely information ahead of meetings.
3. Provide support to Strategic Leadership officers to assist with prioritisation, through horizon scanning provided through the Strategic Policy team, and working directly with members of SLT.
4. Maintain high levels of sensitivity in relation to personal, confidential and sensitive issues.
5. Support SLT to assess the urgency of situations and effectively prioritise work including helping to manage through an action log or similar mechanism for monitoring key tasks, working independently to resolve as many tasks as possible.
6. Work collectively across the Executive Support team to provide cover when required.

7. Act as a first point of contact for a range of internal and external contacts e.g. MPs, Government departments, senior managers, Councillors and other councils, outside bodies, the media, national organisations and members of the public.
8. Ensure that a complex schedule and electronic diary is maintained accurately for the Strategic Leadership officers and Joint Council Leaders (if required by post), making informed and independent judgements based on understanding competing demands, and prioritising appointments appropriately.
9. Arrange meetings including the co-ordination of diaries, circulation of agendas/papers, accommodation bookings, refreshments and write and track action notes.
10. Arrange SLT Away Days, Member briefing sessions and events, organising the venue and associated requirements. Arrange and attend pre-meetings to discuss agenda planning, compile and circulate agenda, where appropriate attend on the day to ensure smooth running of the event and distribute presentations, notes following the meeting.
11. Attend SLT and take actions and follow up with attendees to ensure they are delivered.
12. Organise, bring forward and prepare papers and other documents for meetings.
13. Support the Strategic Leadership officers assess the urgency of situations and effectively prioritise work including helping to manage through an action log or similar mechanism for monitoring key tasks.
14. Arrange travel, booking accommodation as required for the Strategic Leadership officers and Joint Leaders, ensuring tickets, maps and essential travel information are prepared in good time for the journey.
15. Help to plan, and coordinate conferences, and events on behalf of the Strategic Leadership officers, by undertaking the necessary practical arrangements and acting as a point of contact.
16. Provide a high level of hospitality to visitors to ensure the visit runs smoothly.
17. Read, analyse, and prioritise incoming mail, dealing with some within agreed parameters, and delegating others to relevant people where appropriate, forwarding to the Strategic Leadership officers only those matters requiring personal attention.
18. Prepare confidential and sensitive correspondence, reports, statistical data including cabinet and committee reports and other documentation using word processing, electronic mail, desk-top publishing, spreadsheets and computerised database systems.
19. Draft a range of non-standard correspondence on behalf of the Strategic Leadership officers and Joint Council Leaders, including letters, e-mails and statistical data. This may involve undertaking enquiries through web-based media or other means.
20. Monitor casework/correspondence for the Service area on behalf of the Strategic Leadership officers and Joint Council Leaders including from MPs, Members, residents and other stakeholders. Ensures deadlines and quality checks are adhered to, as well as any Freedom of Information Requests, and liaise with SLT and senior managers as necessary to ensure matters are resolved quickly and effectively.

21. Screen personal and telephone callers, redirecting calls as appropriate, taking messages and dealing with queries where possible. Log and track calls when required.
22. Deal with a range of callers in a professional and courteous manner, including dealing effectively with Councillors, MPs, SLT and other senior managers.
23. Maintain and develop office management and admin systems including electronic filing, archiving arrangements, retrieving documents.
24. Ensuring that correspondence and documents are filed/scanned on a regular basis, and to dispose of documents in accordance with retention policies.
25. May provide assistance with financial processes to progress payments, and advice and signposting on financial matters.

Additional information

- a) Does this job require a DBS check? No
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. No
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. No

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING (Academic, vocational/professional and other training)	
Relevant qualification at NVQ3/A Level/ONC level or equivalent	Application Form/Certificates

<p>knowledge gained through experience. Plus relevant work experience supporting senior leaders in an executive support capacity.</p> <p>Or equivalent level of knowledge in professional experience.</p>	Application Form/Certificates
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
Knowledge of major factors, influences and legislation facing local government.	Application Form/Interview
Experience of creating, developing and implementing office systems and procedures.	Application Form/Interview
Experience of dealing effectively with senior level customers face to face and on the telephone.	Application Form/Interview
Experience of organising meetings including agenda management and taking and tracking action notes.	Application Form/Interview
Experience of maintaining complex diaries.	Application Form/Interview
Experience of managing senior level meetings and contributing effectively to their running and delivery of priorities.	Application Form/Interview
Experience of developing project plans.	Application Form/Interview
Experience of working to a high degree of independence and autonomy providing support to elected members and senior officers.	Application Form/Interview
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
Analytical skills with an ability to gather and analyse information from a range of sources, understand the business context, extract key points and draw conclusions to make recommendations and provide horizon scanning and prioritisation advice for members of SLT.	Application form / interview
Ability to communicate clearly and concisely both in writing and orally.	Application form/interview
Detailed working knowledge of Microsoft office package including Word, Excel, Power Point and use of internet.	Application form / interview
Good written and verbal communication skills (including spelling, grammar, punctuation and numeracy)	Application form / test
Ability to communicate with a variety of people at different levels	Application form / interview
Ability to work effectively as part of a team and to work on own initiative and manage a significant and varied workload with competing demands	Application form / interview

<p>Ability to prepare briefing papers and presentations</p> <p>Highly organised</p> <p>Attention to detail</p> <p>Ability to develop and maintain good, productive working relations with Members, managers and staff in a highly customer focussed environment.</p>	<p>Application form / test</p> <p>Application form / interview</p> <p>Application form / interview</p> <p>Application form / interview</p>
<p>Empowering, valuing and developing our people</p> <p>Valuing our customers</p> <p>Being open and honest</p> <p>Taking ownership</p> <p>Being ambitious</p>	<p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p>
EQUALITY AND DIVERSITY	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>



Our Values

...we believe in



OUR CUSTOMERS



BEING AMBITIOUS



TAKING OWNERSHIP



BEING OPEN and HONEST



OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.	We care about delivering high quality, customer-focused outcomes with our communities and partners.	We are open, transparent and truthful.	We take pride in our work and take responsibility for our actions.	We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.
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