

**Executive Support Officer**

**Job Description and Person Specification**

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| **Directorate:** | Chief Executive’s | **Service:** | Corporate Support |
| **Responsible to:** | Corporate Support Manager | **Responsible for:** | N/A |
| **Grade:** |  | | |
| **Location:** | Civic Centre, Breck Road, Poulton-le-Fylde, FY6 7PU | | |
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| Job Purpose: | | | |
| To work across multiple departments, delivering a corporate administrative service working to the internal processes of teams, providing problem-solving solutions, and working collaboratively to achieve desired outcomes that meet the needs of the service. | | | |

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| **Key Tasks & Responsibilities:** |
| Provide administrative and clerical support across different teams, adapting to varying needs and priorities.  Maintain and update records, databases, and digital filing systems with accuracy and confidentiality.  Assisting in the provision of confidential secretarial support to the Management Team and the Leader including the management of correspondence, phone calls and diaries.  Provide excellent customer service, responding to enquiries and complaints and directing them appropriately.  Prepare reports, correspondence, and documentation as required.  Support meetings by organising agendas, taking minutes, and distributing follow-ups.  Providing support to key council projects and priorities.  Undertake other duties as required, demonstrating a willingness to learn and contribute across different functions. |

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| **Corporate Responsibilities:** |
| The postholder will be expected:-   * To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post. * To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation. * To carry out duties in accordance with the Council’s policy on equality and diversity. * To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation. * To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered. * To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council’s performance management scheme. * To be responsible for Data Quality. * To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources. * To support the delivery of the Council’s Climate Change Strategy and Action Plans to achieve net zero in 2050. |

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| **QUALIFICATIONS** | | **ESSENTIAL/**  **DESIRABLE** | **ASSESSMENT METHOD** | | |
| Good general level of education – min GCSE Grade 3 or above for Maths and English | | **Essential** | Application/Interview | | |
| Qualification in administration or related subject | | **Desirable** | Application/Interview | | |
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| **SKILLS** | | **ESSENTIAL/**  **DESIRABLE** | **ASSESSMENT METHOD** | | |
| Strong written and verbal communication skills. | | **Essential** | Application/Interview | | |
| Proficient in Microsoft Office applications (Word, Excel, Outlook) and general IT systems. | | **Essential** | Application/Interview | | |
| Highly organised, with good attention to detail and an ability to manage priorities and deadlines effectively. | | **Essential** | Application/Interview | | |
| Ability to work both individually and as part of team. | | **Essential** | Application/Interview | | |
| Ability to adapt to change in work schedule and priorities. | | **Essential** | Application/Interview | | |
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| **EXPERIENCE** | | **ESSENTIAL/**  **DESIRABLE** | | **ASSESSMENT METHOD** | |
| Previous experience in an administrative role. | | **Desirable** | | Application/Interview | |
| Experience in working well under pressure to tight deadlines both as an individual and as part of a team | | **Essential** | | Application/Interview | |
| Experience of dealing with the public both in person and via email and phone. | | **Desirable** | | Application/Interview | |
| Previous experience in preparing reports and/or documentation. | | **Desirable** | | Application/interview | |

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| **ADDITIONAL REQUIREMENTS** | **ESSENTIAL/**  **DESIRABLE** | **ASSESSMENT METHOD** |
| Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues | **Essential** | Application/Interview |
| Regular and Reliable Service | **Essential** | Application/Interview |
| Demonstrate behaviours that support our values | **Essential** | Application/Interview |

| **Our Values are key to delivering our vision, plans and strategies.**  **All Behaviours listed are essential to the post.** |
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| **Professional** | **Innovative** | **Collaborative** | **Customer focused** |
| In being professional we… | In being innovative we… | In being collaborative we… | In being customer focused we… |
| • Have pride in how we represent the council  • Treat people with respect and consideration  • Are conscientious and carry out our work to a high standard  • Carry out our work activities in an honest and ethical manner | • Proactively embrace change and learn from our mistakes  • Challenge and constructively question existing processes  • Make best use of our resources to provide excellent services  • Encourage creative thinking with colleagues and peers | • Communicate effectively with colleagues and stakeholders  • Develop productive relationships and achieve the best results  • Recognise and embrace the knowledge and skills of others.  • Embrace the concept of one team one council and all work together | • Strive to provide excellent services  • Understand our customers’ needs and consider things from their perspective  • Effectively communicate and manage expectations  • Actively seek ways to maximise customer satisfaction |

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| **Special Conditions:**  **(e.g. Weekend work, shift allowance, car/mileage allowance)** | | |
| * The council operates a strict non-smoking policy. * Casual car user allowance. Casual Car User’s will be paid at the middle band. You will be required to provide your own means of transport. |

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| Prepared by: Josh Potts | **Date:** July 2025 |

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| Post Holder Signature: | **Date:** |