

Job Description

JOB DETAILS	
Job Title	Executive Support Officer (Leader and Chief Executive), Executive Support Officer (CLT)
Service Area / Team	Strategy and Resources/Leadership Support
Reports to	Head of Corporate Policy
Post Number	DS009
Salary Grade	Grade E
Politically Restricted Post	No
DBS Requirement	N/A

JOB PURPOSE
- To provide high-quality, effective, and efficient support for the Leader of the Council, Chief Executive and Directors ensuring their schedules are managed effectively, pre-empting needs and forward planning to enable priorities to be met. - The role is essential in enabling leaders to perform optimally, reflecting the Council's commitment to service excellence and organisational values and will act as a trusted partner, ensuring seamless operations and effective time management for the executives. - The primary purpose of this role is to provide administrative and secretarial support to the Corporate Leadership Team (CLT) and Leader of the Council - In addition, the role will also support the project management and administration of corporate projects/reports/presentations, as required by CLT.

MAIN DUTIES AND RESPONSIBILITIES
Administrative Support and Diary Management to the Leader and Corporate Leadership Team: - Providing efficient, modern and appropriate administrative and organisational support, including but not limited to: - acting as the first point of contact for CLT and organising CLTs activities, ensuring efficient time management and reallocation of tasks to the relevant staff as appropriate. - coordinating meetings, travel, and communication, maintaining a professional focus amidst changing priorities - Managing complex diaries, scheduling meetings (prioritising) sending out agendas with associated documents, ensuring deadlines are met.

Ensuring the diary holder is aware of commitments and bringing urgent matters or deadlines to the recipient.

- Agenda preparation, including proactively calling for items, room bookings, taking minutes at sometimes complex and confidential/sensitive meetings, agreeing format with the relevant CLT member, producing electronic minutes and distributing them, updating action trackers, where appropriate.
- Drafting and responding to emails on behalf of CLT, as necessary.
- Providing timely, accurate complaint case admin support, using the complaints system, helping with information for multi-service complaints, ensuring deadlines are met, these can include complaints and enquiries mainly from MPs, or other external sources.
- Maintaining an up-to-date understanding of priorities and key issues.
- Maintaining diaries including a forward look, being onsite to meet and greet visitors, offering refreshments, notifying civic wardens, arranging parking permits.
- Dealing with correspondence on request
- Covering duties of each other in the Executive Support Team, ensuring annual leave does not clash in times of peak workload and absence
- Managing and monitoring expenditure and expenses for the directorate.
- Proactively managing multiple executive calendars and managing dedicated single point of contact inboxes
- Being responsible for individual training development and knowledge of software and equipment as it is introduced, sharing experience, knowledge and information with the team.

Confidentiality & Professionalism, including but not limited to:

- Handling sensitive and confidential information with the utmost discretion and integrity
- Being the primary point of contact, handling correspondence with discretion and fostering relationships across the organisation
- Being organised and able to proactively manage workload, take the initiative and use judgement to resolve internal and external issues.
- Building and maintaining strong relationships with internal and external stakeholders to ensure smooth communication and collaboration
- Ensuring diary holders are fully briefed, advising particular protocols where necessary and ensuring correct papers are available for meetings
- Maintaining and updating a brought forward system of papers, including chasing officers within the organisation when a response is due
- Maintaining efficient and effective digital filing and data retrieval systems, ensuring confidential information is stored appropriately
- Proactively managing Director's inboxes during periods of absence to ensure smooth continuation of service delivery.

Corporate project support, as requested by CLT, including but not limited to:

- Providing project support for specific projects and procurements

- Undertaking document preparation and management: review and support preparation of reports/powerpoints, distribute reports, presentations, and official documents,
- Undertaking minor research as required
- Providing administrative support during emergencies or incidents alerted to the Council.

Financial Responsibilities, as requested by CLT, including but not limited to:

- Raising purchase orders using correct cost codes and good receipt invoices in a timely way for purchasing goods and services.
- Monitoring and managing credit card usage and carry out monthly reconciliation for the same, in line with corporate financial guidelines using the financial management system.
- Managing the Leadership Support budget for CLT/Directors, for conferences, events, subscriptions etc.

Carry out any other duties as required by your line manager from time to time in accordance with the grading of the post.

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Executive Support Officer

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential - Good basic education to GCSE A-C standard or equivalent (including Maths & English) - Touch Typing skills	✓		✓
	Desirable - Shorthand trained - Project Management Qualification(s)	✓		
Experience and Knowledge	Essential 2-3 year's recent and relevant experience working as a personal assistant and/or co-ordinating projects	✓	✓	
	Experience of arranging meetings both internally and with a wide range of external partners at all levels, including preparation of papers and agendas and taking meeting notes.	✓	✓	
	Experience of drafting and preparing letters, including mail merge.	✓	✓	
	Experience of operating MS office systems such as Microsoft Word, Excel and Outlook.	✓	✓	
	Experience of creating and maintaining spreadsheets and reports.	✓	✓	
	Experience in undertaking research on a range of issues.	✓	✓	
	Awareness of the Freedom of Information Act and the Data Protection Act.	✓	✓	

	Desirable ▪ Experience in managing and leading projects	✓	✓	
Skills and Abilities	Essential ▪ Ability to work as part of a team ▪ Ability to operate on own initiative with minimal supervision ▪ Excellent written and oral communication skills ▪ High level of attention to detail and accuracy ▪ Competent user of IT, particularly Microsoft Office ▪ Proactive and committed to continued service and personal development ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. ▪ Ability to demonstrate a professional and customer orientated approach ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels	 ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
	Desirable ▪			