

Senior Executive Assistant

JE Code: JE1912

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| **We are dedicated, respectful, collaborative. We are Milton Keynes Council** | |
| **Service:** | Senior Executive Assistant |
| **Reports to:** | Corporate Leadership Team |
| **Job Family:** | Professional & Technical |
| **Grade:** | G |
| **Political restricted:** | N |

**Date:** April 2021

**Key Deliverables**

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| **1.** | Provide and manage a comprehensive, confidential executive support service to the Director which enhances the reputation of the Directorate and the Director. The role holder will prioritise and manage all contacts on behalf of the Director, presenting a professional image to visitors and callers. |
| **2.** | Manage the Director’s diary and undertake forward planning for all meetings, conferences, visits, engagements, events and other activities. This will include all appropriate preparations for future events and where applicable minuting or taking notes in meetings. |
| **3.** | Progress issues, complaints and actions on behalf of the Director directing them to appropriate colleagues and/or relevant stakeholders and within agreed timescales. |
| **4.** | Act as first point of contact for the Director, taking and filtering incoming telephone calls, correspondence and personal visitors from a wide range of sectors. The role holder will prioritise issues, by dealing with as much as possible themselves or commissioning response where it is not necessary to refer the matter to the Director. |
| **5.** | Originate calls and draft correspondence, emails, reports and presentations for use by the Director, ensuring that all written communications are accurate, in plain English and tailored to the audience for whom they are intended. |
| **6.** | Manage the work of other staff assigned to support the director to ensure a consistent professional level of service is delivered and to the highest customer care standards. This will include forward planning for the team and the management of workflow. In addition, proactively manage all HR issues such as recruitment, 121s, capability management, attendance monitoring and performance management for any staff for whom the role holder will allocated line management responsibilities for. |
| **7.** | Regularly monitor the Director’s email inbox, progressing emails and responses and flagging items, dealing with as much as possible and making judgements where appropriate. |
| **8.** | Work with other colleagues to ensure that senior executive support roles are covered at all times. |
| **9.** | Under the leadership of the Senior Executive Officer to the Chief Executive identify, apply and manage corporate executive support standards, seeking to continuously improve and refine these to ensure that executive support in the Council operates to the highest standards, enhancing the reputation of the Council. |
| **10.** | Plan, Co-ordinate and manage the forward plan and provide full administrative support for management team meetings, wider management meetings (in whatever format they take) to include adhoc strategic days, for your Director/CLT as appropriate. |
| **11.** | Under the leadership of the Senior Executive Officer to the Chief Executive, and alongside fellow SEA colleagues, identify and apply the use of new technologies rolled out by the Council and encourage colleagues within the leadership team of the directorate to do the same. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills, expertise & qualifications)**

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| **1.** | Level 4 Business Administration qualification or equivalent relevant experience. |
| **2.** | Significant Executive Assistant experience working to Director/Board level, including proven success in working within complex, fast paced environments. |
| **3.** | Excellent verbal and written communication with expertise in taking complex minutes, report writing and data analysis and presentations. |
| **4.** | Excellent IT skills, with demonstrable high level of competence in the full MS Office suite and MS Teams and ability to quickly and confidently learn and utilise a variety of different IT systems. |
| **5.** | Ability to independently identify and implement solutions, including the ability to conduct complex and extensive research and assemble information in an accessible way to a variety of audiences. |
| **6.** | Ability to effectively manage a team to perform to high standards and continuously evolve and improve. |
| **7.** | Ability to deal with sensitive and confidential issues involving councillors, colleagues at all levels, national and regional and local partners and external agencies, building positive relationships and networks to get the job done. |



Job Family

Professional & Technical

Grade G

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| **Colleagues Expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

**Job Family- Professional & Technical**

**Role Characteristics**

At this level roles use their in-depth, theoretical understanding of their particular discipline to solve complex problems, offer evidence-based, authoritiative advice to colleagues and service users and manage teams and/or other resource assets.

**The knowledge and skills required**

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline such that job holders can fall back on the first principles of their specialism to make decisions and offer advice. This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on the job training and focussed experience such that the level of expertise confers a similar level of authority.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

**The type of thinking, planning and communicating necessary**

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgemental skills will be needed to interpret information correctly and determine optimum solutions. While job holders will have plenty of day to day issues to contend with, they will also need to plan some months ahead to achieve medium-term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring signficant listening skills to interpret information and provide appropriate advice.

**The freedom to make decisions and innovate**

Job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the Council, but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

**The areas of responsibility**

With a diverse range of jobs being represented at this level of the PT family, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people - whether external service users or partners - and will be responsible for high-impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people OR enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for for such elements as finance, information assets, equipment or premises.

Internal roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance or other major asset(s).

**The impacts and demands of the role**

At this level, tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level in the PT family will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions when the particular needs of their specialism requires them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments. Other PT jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.