

Executive Assistant to the

Leader of the Council & Cabinet

JE Code: JE2020



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Democratic Services |
| **Reports To:** | Business Support and Civic Events Manager |
| **Job Family:** | Business Administration |
| **Grade:** | F |
| **Political Restricted:**  **DBS Required:** | N  N |
| **Date:** | October 2023 |

**Key Deliverables**

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| **1.** | To provide a full confidential secretarial / administrative service to the Leader & Executive of the Council, which ensures the efficient and effective management of their activities. |
| **2.** | To plan and manage the diaries and activities of the Leader & the Executive of the Council, ensuring that they are fully prepared with appropriate documentation and transport. |
| **3.** | To ensure issues and progressed actions raised through meetings, general contact and complaints are progressed with the relevant Officer/s, Members, and other stakeholders within agreed timescales. |
| **4.** | To act as first point of contact for the Leader & Executive of the Council, filtering and managing enquiries made by telephone, e-mail or any other method and that responses given comply with corporate standards in relation to quality and timeliness. |
| **5.** | To make travel and accommodation arrangements for meetings or visits to other authorities / organisations. |
| **6.** | To manage the organisation of meetings with other Members, Chief Officers, departmental staff, and external organisations and to attend and take minutes, as required. To set up interviews with local press, as required. |
| **7.** | To undertake individual projects for the Leader & the Executive of the Council, and to contribute to service led initiatives and projects as required and specified by the Business Support & Civic Events Manager. |
| **8.** | To liaise and work closely with Group Political Assistants and Executive Assistants of the Chief Executive, Deputy Chief Executive and Directors, regarding meetings, actions, or projects. |
| **9.** | To work flexibly across the Directorate as required and undertake any other tasks and support to the Directorate as expected within the role, including assisting in the organisation of elections. |

*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 & qualifications)**

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| **1.** | IT literate, with demonstrable familiarity with Microsoft packages. |
| **2.** | Demonstrable good written and spoken communication skills (English to GCSE grade C or equivalent) |
| **3.** | Proven ability to analyse, summarise and record relevant information quickly, clearly, and concisely. |
| **3.** | Evidence of ability to prioritise workload against agreed plans, deadlines, and targets. |
| **4.** | Demonstrable understanding of the sensitive and confidential issues involving Members, colleagues at all levels, partners and external agencies, and an appreciation the reputational risk associated with the Leader’s role. |
| **5.** | Proven ability to conduct basic research according to set parameters and collate / present the results in a clear and logical way. |
| **5.** | Demonstrable experience of working on own initiative and utilising problem-solving abilities, to achieve agreed outcomes. |
| **6.** | Proven ability to take responsibility for own performance, achieving work objectives and seeking out development opportunities. |



Job Family

Business Administration

Grade F

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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 |

Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

### Role characteristics

At this level job holders are empowered to make decisions and offer authoritative solutions to problems and issues which impact across the wider service team. They deal with matters escalated from their teams and must independently find solutions to unanticipated problems and plan months ahead to meet the demands of their role.

### The knowledge and skills required

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area. Given the importance of maintaining accurate statutory records, some precision in typing and other administrative tasks is required.

### Thinking, planning and communication

Problems, at this level, will often be complex in that they feature a number of different information strands such as budget, policy limits, or the expectations of clients. Solutions will depend upon the careful analysis of situations and judgement will be needed to choose between conflicting approaches, none of which will please all individuals involved.

Job holders will be thinking ahead several months to plan the delivery of agreed target outputs.

Communication skills expected of job holders will include the ability to deal authoritatively with colleagues and members of the public and engage with others to persuade or encourage them to adopt a particular course of action.

The type of information exchanged will be varied and often quite complicated or sensitive. Job holders must be patient and use developed comprehension skills to fully understand the needs and issues of others.

**Decision making and innovation**

Job holders are expected to not only deliver agreed outputs, but also to determine how best to achieve these aims within the limitations of general service practice.

Free of highly prescriptive procedural limitations, job holders must deal independently with problems, often referred upwards from colleagues, some of which will be new and must be solved with reference only to service practice or policy.

### Areas of responsibility

Work carried out by jobholders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will manage a small team and will have responsibility for the quality and timeliness of work outputs and the full range of managerial duties including the

direction, motivation and appraisal of staff.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### Impacts and demands

There will be very little demand for enhanced physical exertion in, as most work can be done in a sedentary position. Lifting and carrying files or equipment may, however, be needed very occasionally.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Jobs will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. However, job holders are likely to experience unpleasant people related behaviour in the context of their decisions and advice.