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| Executive Assistant to Adult Services Assistant DirectorsJE Code: JE2441

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |

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| **Service:** | Executive Assistant to Adult Services Assistant Directors |
| **Reports to:** | Senior Executive Assistant – Adult Services |
| **Job Family:** | Professional & Technical |
| **Grade:** | F |
| **Political restricted:****Date:** | NOctober 2023 |

**Key Deliverables**

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| **1.** | Provide and manage a comprehensive, confidential executive support service to the Adult Services Assistant Directors which enhances the reputation of the Directorate. The role holder will prioritise and manage all contacts on behalf of the Assistant Directors, presenting a professional image to visitors and callers. |
| **2.** | Manage the Assistant Directors’ diaries and undertake forward planning for all meetings, conferences, visits, engagements, events and other activities. This will include all appropriate preparations for future events. The role holder will be required to take complex minutes, this may include highly confidential or emotional content for areas such as disciplinary, dismissal or hight level complaints. |
| **3.** | Progress issues, complaints and actions on behalf of the Assistant Directors directing them to appropriate colleagues and/or relevant stakeholders within agreed timescales. |
| **4.** | Act as first point of contact for the Assistant Directors, 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 Assistant Directors. |
| **5.** | Originate calls and draft correspondence, emails, reports and presentations for use by the Assistant Directors, ensuring that all written communications are accurate, in plain English and tailored to the audience for whom they are intended. |
| **6.** | Regularly monitor the Assistant Directors’ email inboxes, progressing emails and responses and flagging items, dealing with as much as possible and making judgements where appropriate. |
| **7.** | Ensure a consistent professional level of service is delivered and to the highest customer care standards. This will include forward planning for the Assistant Directors’ teams and the management of workflow. In addition, provide the Assistant Directors with administrative support where required in the delivery of HR activities such as recruitment. |
| **8.** | 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. |
| **9.** | 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 including adhoc strategic days. Required to monitor and process the budgets assigned to the Assistant Directors and monitor budget/cost and revenue or project work. |
| **10.** | 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 Assistant 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 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
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Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

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 with dedicated specialist qualifications or an equivalent level of direct experience in their particular field, job holders deal autonomously with complex issues, analysing and forming judgements about not only their own technical or professional specialism, but also the attendant resource, finance, planning and similar issues that combine to challenge the job holder.

### The knowledge and skills required

The range of knowledge required for these roles includes an understanding of the policies and procedures across the specialist area in which job holders work, as well as a solid underpinning of technical knowledge gained through dedicated formal education.

Job holders will have been working within the specific field for a reasonable time, such that they have been exposed to many of the routine and more unexpected circumstances of their role.

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

### Thinking, planning and communication

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.

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 significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

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.

### Areas of responsibility

With a diverse range of jobs being represented at this level, 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 only modest levels of responsibility for finance, information assets, equipment and/or premises.

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

Jobs will have supervisory responsibility for the work of others and will be accountable for the quality and timeliness of outputs, whether related to the work of internal teams or temporary external contractors, volunteers or others.

### Impacts and demands

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 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.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require 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 Professional Technical 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.