

Job Description

POST TITLE:	Executive Support Officer
DIRECTORATE:	Chief Executive's
SERVICE:	Executive Support Team
GRADE:	PO3
LOCATION:	Within the London Borough of Hackney
RESPONSIBLE TO:	Executive Support Manager and Group Director
RESPONSIBLE FOR:	Allocated Executive Support Assistants

PURPOSE OF THE JOB:

To work as part of the Executive Support Team providing a comprehensive, coordinated and efficient support service to the Council's senior leadership, enabling Directors to deliver their strategic and operational objectives.

- To provide proactive, reliable and confidential administrative support to the Group Director including: extensive diary and inbox management; minute taking; acting as the key interface between Hackney Management Team (HMT) and internal and external stakeholders; anticipating the needs of the Group Director and responding accordingly.
- To ensure the smooth running of administrative tasks across the wider Directorate including the administration of performance indication information and Freedom of Information (FOI) Act requests; maintaining and updating databases, structure charts, Gifts & Hospitality records and Forward Plans.
- To manage a team of Executive Support Assistants providing support to Strategic Directors and Directors and to manage resources effectively so that support to Directors and HMT is proportionate and consistent and that cover is in place at all times.
- To work with and support the Executive Support Manager in ensuring HMT objectives are communicated and actioned effectively within the directorate and ensuring effective forward planning.

MAIN DUTIES AND RESPONSIBILITIES

- To manage a high functioning support team providing high quality administrative support to the Directorate Management Team, working across a range of portfolio areas and in support of directorate and HMT objectives.
- Allocate Executive Support resources appropriate to business needs and to ensure effective cover arrangements are in place when required.
- Responsibility for the effective diary management of the Group Director - arranging meetings, booking rooms, and making effective use of the Director's time, allowing for travel, breaks and reading time.
- To ensure the Group Director has the appropriate briefing and paperwork for meetings and engagements and that this is provided in a timely manner in advance.
- Attending meetings and taking accurate, concise meeting notes with actions clearly defined and ensuring that actions are followed up as necessary.
- Work closely with the Mayor and Cabinet Office to ensure effective engagement between Members and Directors / HMT.
- Managing correspondence on behalf of the Group Director - receiving, recording and flagging up any urgent matters and redirecting to third parties as appropriate or as directed.
- To coordinate HR issues on behalf of, and relating to, the Group Director and their Directorate Management Team.
- Support the Executive Support Manager in delivering a joined-up support service across the Council, ensuring that forward planning, resource management and objective setting is undertaken in a holistic and aligned manner.
- To promote and practice collaborative ways of working within the Executive Support Team and across the organisation.
- To be the Agenda Planning Officer for the Group Directorate, responsible for tracking reports through the clearance process. To work alongside report authors and Governance Services to help meet deadlines for publication and to keep Directors informed.
- Responsibility for dealing with highly sensitive and confidential issues on behalf of the Group Director.
- To manage and maintain Gifts and Hospitality logs for the Group Directorate.
- Oversee financial management requirements associated with the Group Director and their management team.
- To coordinate and conduct research for the Group Director in relation to identified areas and manage assigned projects and discrete areas of work as required.
- Deputise for the Executive Support Manager as and when necessary.
- Develop innovative and effective systems for electronic filing, information retrieval, bring forward, day folder and briefings as required.
- To utilise and promote all available technology to ensure provision of a highly effective support service.
- To deal professionally, courteously and confidentially with enquiries from senior officers of the Council, elected Members, members of the public and external organisations.
- To act on the authority of the Group Director on a wide range of issues, including matters raised by chief officers, senior managers and Members, ensuring that issues are resolved satisfactorily and within reasonable time.
- To support the Group Director during times of crisis and emergency.

- Ensure the promotion of equality of opportunity in all aspects of human resources management.
- Develop and promote effective and credible working relationships with senior managers, employees, and internal and external agencies.
- To carry out all duties with regard to the provisions of health and safety legislation, Data Protection legislation and the Council's Equal Opportunities and Customer Care Policies.
- To undertake any other duties commensurate with the level and responsibilities of the post.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Person Specification

PERSONAL ATTRIBUTES:

- Able to work well under the pressure of tight deadlines.
- Uses a high degree of initiative and foresight without the need for specific direction.
- Shows a high degree of accountability and integrity when dealing with confidential matters.
- Displays excellent communication skills (both written and verbal) when dealing with individuals at all levels of seniority (internally and externally).
- Effectively applies teamwork both as a manager and when working with senior management teams.
- Adopts a highly flexible approach to work and is able to manage the competing priorities of the Group Director / Directors whilst remaining resilient and calm.
- Provides constructive feedback to colleagues and is able to coach, develop and empower others.
- Advocates and supports change, helping others to adapt and respond accordingly.
- Intellectual curiosity: keeps abreast of latest developments and trends and seeks to implement best practice to improve productivity, effectiveness and efficiency through creativity and innovation.

SKILLS AND ABILITIES

- Ability to plan, manage and monitor the work of a Group Director and their team of Directors.
- Ability to undertake research and to interpret and analyse information and to present in clear, concise written form.
- Ability to develop work-plans, set priorities, meet deadlines and deal with conflicting demands.
- Adaptable and flexible: embraces change and adapts successfully to changing situations and environments. Able to work equally successfully whether working remotely or within an office environment.
- Advanced ICT skills and the ability to use a range of software packages including Microsoft Office and Google packages (Word, Excel, PowerPoint, Outlook, Gmail, Google calendar, slides and sheets).

- Excellent organisation skills with the ability to manage projects on behalf of the Group Director and work with colleagues to ensure they are delivered within budget and to timescales.
- Ability to delegate work on behalf of the Group Director and their Directors to senior officers.
- Excellent communication skills with the ability to draft correspondence / reports on behalf of the Group Director.
- Ability to deal with situations appropriately in the absence of the Group Director.

KNOWLEDGE AND EXPERIENCE

- Experience of managing and developing a team of staff.
- Experience of planning and organising workloads to achieve service objectives and Group Directors' expectations.
- Substantial experience of providing secretarial and high level administrative support to a Chief Officer or Senior Manager.
- A comprehensive working knowledge of secretarial and administrative systems applied within a large, diverse and dynamic organisation.
- Knowledge of the Public Sector and current policy issues affecting local government.
- Experience of dealing with highly sensitive and confidential issues.
- Experience of working with a range of IT packages including Google (Gmail, calendar, sheets, slides and docs) as well as the Microsoft Office suite (Word, Excel, PowerPoint).
- Understanding of equalities and diversity in the workplace and its implementation in policies, practices and procedures.
- Experience of dealing with elected representatives.

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