

Job description

Job Title: Executive Support Officer

Directorate: Chief Executive

Responsible to: Business Manager to The Chair and Chief Executive

Responsible for: N/A

Job Purpose

The post holder works flexibly as part of a small team providing high level executive support, combined with broader secretarial and administrative support, to Directors and the wider senior leadership team, understanding and managing their needs to enable them to effectively use their time. The post holder will also carry out research, create briefings and coordinate complex events. The post holder also provides support to the Business Manager to the Chair and Chief Executive and covers for the Business Manager when they are on leave.

Key Accountabilities

Accountability	%
To proactively manage Director's diaries to ensure the smooth-running of all day-to-day activities, using professional judgement to effectively balance their time, prioritising the most important meetings, identifying and resolving conflicts before they arise and anticipating requirements in advance.	25%
To arrange and support a range of meetings with both external stakeholders and internal colleagues, booking meeting rooms, receiving visitors and arranging refreshments if required including Away Days.	15%
To provide secretariat support, including creating and circulating agendas and papers, and taking accurate and concise minutes or notes, for a range of routine, complex, technical, or confidential meetings. Follow up on action points. Run the process of Executive Team meetings and other key meetings	10%
To provide cover for the Business Manager in their absence and help support the work of the Chair and Chief Executive as required such as providing briefings, drafting correspondence and arranging complex meetings or events.	5%

Work with Directors, Heads, HR and Business Manager to ensure new starters in their Directorate receive a good induction to the Commission. To provide help and support to Heads of Service and their teams on a range of ad hoc and longer-term projects and pieces of work.	15%
Support the internal communications team to ensure colleagues are kept appropriately informed of key internal activities.	5%
Support Public Affairs team to ensure key external stakeholder meetings take place and briefings created for Directors, Chair and Chief Executive.	5%
Write business cases as required and work with Business Manager and Finance to ensure budgets are adhered to. This also includes booking business travel and accommodation; processing travel and subsistence claims and ensuring financial processes are followed.	10%
To draft suitable replies to correspondence where appropriate; proof- reading, providing comments and feedback for Directorates and also Chair and Chief Executive. Also research background information as required.	5%
To make, receive and deal with telephone calls, taking accurate messages and dealing with general enquiries internally and externally.	5%

Key Working Relationships

The post holder has to build and maintain working relationships and influence a range of stakeholders on a regular basis, including the Chief Executive, The Chair, the Business Manager, the Business Managers team, the Directors (particularly those they are supporting) and Heads of Directors teams. The post holder will also need to interact with the Commissioners, all colleagues including the devolved offices, as well as key external stakeholders particularly at Westminster and Whitehall.

Person specification, Skills, Experience & Qualifications

Category	Requirement	Essential or Desirable	How to assess?
Specialist knowledge and experience	A good standard of education at A' Level or equivalent	E	A / I
	Advanced MS Office skills including Outlook, Word, Excel and PowerPoint	E	A
	Experience of providing high level administrative support to senior managers	E	A / I
	Experience of actively managing busy schedules	E	A / I
	Excellent minute taking skills	E	A / I
	Experience of working in an administrative role in the public sector	D	A
Delivering results	Strong attention to detail, with the ability to meet deadlines often under tight timescales	E	I
	Understanding and identifying links across the organisation's work and working proactively to manage these	D	I
	Experience of working with a range of stakeholders and understanding their importance to the organisation	D	I

Problem solving	Foresight and the proven ability to anticipate problems or issues and propose possible options	E	I
Planning	Excellent organisational and time management skills, with the ability to plan and prioritise own workload effectively to ensure that those you are supporting are able to meet their priorities and objectives	E	A / I
Communication	Ability to communicate clearly and concisely both orally and in writing	E	I
	Ability to liaise confidently at all levels	E	I
Team working/ managing relationships	Effective networking skills with the ability to establish positive, collaborative relationships with colleagues and external stakeholders	E	I
Personal effectiveness	Experience of demonstrating tact and discretion, particularly in dealing with sensitive issues	E	I
	The ability to work using own initiative in a proactive manner finding solutions to issues as they arise	E	I
	Ability to identify what needs to be done and making it happen	D	I
Business management	Experience of dealing with confidential and sensitive information	E	A / I

A - application and CV I - interview T - test

Job Description and Person Specification last updated: March 2025 by: Antonia Merrick