



POST TITLE	SENIOR EXECUTIVE ASSISTANT
DIVISION / SECTION	CUSTOMER/EXECUTIVE MANAGEMENT
DEPARTMENT	RESOURCES
RESPONSIBLE TO	BUSINESS SUPPORT MANAGER
NUMBER OF POST HOLDERS	6
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

Managing and delivering business services primarily to the Chief Executive, Executive Directors and Heads of Service and providing leadership and/or co-ordination of projects and initiatives, while recognising the diverse requirements for each business area. To promote and represent the Council and the city's interests to national government, the Trades Unions, partner agencies, other external organisations, the media and the public.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

Executive Management

- Work proactively with the Chief Executive, Executive Director, or Head of Service as well as the Directorate to gain a full understanding of the key business requirements
- Initiate the co-ordination, management, and delivery of all aspects of the business service requirements for the Chief Executive, Executive Directors, Heads of Service, or Business Support Manager including:
 - Data and performance information
 - Financial and budget information
 - HR and staffing information
 - Communications
 - Media awareness
 - Risk controls
 - Project management
- Continuously maintain and create context for relationships between Convenors, Elected Members and Governance and Democratic Services for a joined-up approach to reach the Council's strategic objectives

Committee Business

- Relevant to Committee business, lead the Directorate on management of the committee process and coordinate with Committee Services to ensure that key information is provided for reports, progressing business matters and arranging for attendance at meetings as required
- Liaise with Convenors, Elected Members and Governance and Democratic Services for a joined-up approach to reaching the Council's strategic objectives

Managing Business Services

- Manage and lead a team of Executive Assistants, resource planning and allocating tasks for action and ensuring the promotion of an integrated, consolidated and consistent Council-wide approach by the appropriate governance arrangements and processes. Working as a team to deliver comprehensive business services and to support, improve and shape services.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, RELATIONSHIP MANAGEMENT, DECISION MAKING)

- Applied knowledge of business administration within Council policy, practices and process, and supported by relevant qualifications, e.g. educated to degree level or equivalent experience
- Demonstrate critical and analytical thinking to help resolve issues or make improvements.
- Proven ability to build and develop productive working relationships within the team and across the organisation
- Proven ability to influence and negotiate to achieve desired outcomes.
- Proven ability to deal with a range of complex and contentious matters, with a high degree of sensitivity, tact, persuasion and political sensitivity.
- Demonstrate a curiosity to grow knowledge and personal insight to help with continuous personal and professional development
- Demonstrate effective communication skills and understanding of the target audience
- Demonstrate sound judgement in decision making within agreed governance controls
- The ability to deal with both complex and contentious Political sensitivity and an understanding of the political management arrangements when managing tasks and responsibilities
- Fully proficient in Microsoft Office
- Must have a sound understanding of the nature, complexity and diversity of the business of local government and be capable of dealing effectively and efficiently with a range of professions and organisations within the Council, its partner agencies and external organisations

ENVIRONMENT

- Manage own time to meet deadlines and deliver outcomes to agreed quality standards
- Physical demands and conditions will be predominantly within the range of normal office based activities.
- All employees are expected to adhere to Council standards of practice in line with policy, e.g. health and safety

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The Senior Executive Assistant will have direct line management responsibility for a minimum of 1 to a maximum of 10 Executive Assistants

RESOURCES

- The post will not normally be responsible for non staffing budgets. The post will have shared responsibility for the security and maintenance of council wide information systems

HEALTH AND SAFETY

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.