

Job Title: Executive Support Officer

Grade: 6

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy.

Our Outcomes

Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth.
- Be healthier and more independent for longer.
- Feel safer, happier and more supported in their community.

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

The Corporate Operations Team is a central business support function which is aligned to meet the requirements of Staffordshire County Council, and which fulfils the needs of the organisation as it evolves.

Business and Executive Support is a professional support function which:

- Ensures consistent high-level business support across the organisation.
- Is flexible and able to meet fluctuations in demand within existing resources.
- Clearly defines the relationship between business support and the services, maximizing the potential and skills of support staff.
- Supports Elected Members, the Chief Executive, Senior Leadership Team, Wider Leadership Team and the Operational Management Team in developing the Council's Priorities and Strategies.
- Facilitates effective member / officer working relationships, ensuring both Members and Senior officers are fully briefed to allow informed decisions to be made and good governance followed.
- As a corporate function, ensures all governance processes and procedures are followed across the whole organisation and timescales met for the publication of information.

Reporting Relationships

Responsible to: Snr Executive Support Officer

Responsible for: N/A Key Accountabilities: To provide a high-level professional, efficient and effective secretarial support to Cabinet members, SLT/Wider Leadership Team (WLT) supporting them in their official duties and protecting their reputation both internally and externally.

1. Regularly review and improve the service being delivered to ensure it adapts to customer needs, is fit for purpose, provides best value to the customer, and exceeds customer expectations and contribute to the development of new procedures and techniques to improve the efficiency and effectiveness of the service.
2. Provide confidential executive secretarial support for the Cabinet members, Senior Leadership Team/Wider Leadership Team. Ensuring that all correspondence is recorded and tracked appropriately, taking personal responsibility to sort all post received extracting urgent items and highlighting urgent items to the recipient to ensure action asap and removing items not requiring personal attention to prevent double handling.
3. Co-ordinate the time of the Cabinet member, Senior Leadership Team/Wider Leadership Team effectively through the active management of the diary and scheduling of meetings linked to forward planning activities, anticipating needs. Effectively prioritise meetings, invitations, and other claims on their time proactively identifying as early as possible where potential unmoveable clashes will occur and pre-empting, where a substitute is appropriate, who is likely to attend and take the necessary action.
4. Take the initiative and act on behalf of the Cabinet member, Senior Leadership Team/Wider Leadership Team resolving issues via contact with members of staff and others, and to proactively identify opportunities for delegation of work where appropriate.
5. To support the Cabinet member, Senior Leadership Team/Wider Leadership Team as required in dealing with complex enquiries, correspondence, complaints from members and officers within the County Council, Members of the Public, MPs, and Partners; through to completion following County Council guidelines ensuring their capture within the relevant information system in a timely manner.
6. To operate effective forward planning and office systems to ensure that travel arrangements are made, materials prepared, papers collated for meetings, seminars and conferences and records maintained in line with Staffordshire County Council's Retention and Data Protection policies.
7. To maintain a good working knowledge of the relevant functions, responsibilities and key objectives of the Cabinet member, Senior Leadership

Team/Wider Leadership Team, ensuring strong networks with PA's across the authority and partner organisations.

8. Take notes of meetings, create and type reports, papers and minutes as required.

9. To receive visitors and ensure that appropriate arrangements are in place for their reception.

10. Act as Loggist when responding to any major incident (multi-agency and single agency); to take accurate record of agreed decisions and actions; supported by the Lead Officer and Staffordshire's Civil Contingencies Unit.

11. Such other duties as may arise in connection with the activities mentioned above.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes.

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health and Safety Policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
 	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • Possess a Business Administration qualification, NVQ Level 2/3 or equivalent experience. • • Minimum of 5 GCSE grade 4/C or above including the specific subjects of English and Math or equivalent qualifications. 	<p>A/I/T</p>
   	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Experience of support at a senior level. • Previous experience in Local Government or other complex organisational setting. • Knowledge of Staffordshire County Council's committee process. • Understanding of the roles and responsibilities of elected members and senior managers and political management in a large/ complex organisation. • Ability to collate information from a range of sources and assimilate large amounts of data into accurate reports including budgetary information. • Ability to bring an innovative approach to problem solving. • Committed to enhancing and improving service provision. • Awareness of key initiatives impacting on local government. • Knowledge and understanding of business planning, performance management and control with the capacity to absorb a variety of information quickly and re-interpret as necessary. • Effective planning and organisational skills with attention to detail and the ability with minimum supervision to. <ul style="list-style-type: none"> ○ prioritise to meet deadlines and deal with multiple demands on time. ○ Effective interpersonal and communication skills both written and oral. ○ Effective negotiating and influencing skills. 	<p>A/I/T</p>

	<ul style="list-style-type: none"> Experienced in using IT with the ability to work with all elements of Microsoft Office and other bespoke inhouse systems. 	
 	<p>Skills</p> <ul style="list-style-type: none"> Reliable, discrete and confidential. Desire to work corporately, recognise responsibilities which cross strategic and operational boundaries. Ability to work on own initiative with a minimum of supervision. Professional and customer focused approach to work. Ability to challenge at all levels and enquire whilst maintaining effective relationships and personal integrity. Effective interpersonal and communication skills. Flexible and willing to multi-task. Able to work with diverse customer base and audiences. Enthusiastic tenacity and energy. Committed to continuous personal and professional development. 	<p>I</p>

This post is designated as a casual car user.



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **the Talent and Resourcing Team on 01785 278300**