

Job Title: Executive Support Officer

Grade: 6

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

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, flourish and contribute to our ambitious plans. Our values are at the heart of 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 Business Support & Compliance 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. A professional support function which:

- Ensures consistent high-level business support across the organisation
- Flexible and able to meet fluctuations in demand within existing resources
- Clearly defines the relationship between business support and the services; maximising 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, ensure all governance processes and procedures are followed across the whole organisation and timescales met for the publication of information.

The team also includes the:

Customer Feedback and Complaints function which:

- Records and co-ordinates all feedback received by the Council by screening feedback thoroughly to identify the key issues raised, allocates to the most appropriate process and directed to the service area for investigation and response.
- Ensures compliance with the Council's statutory obligations, corporate accountabilities and Ombudsman directives in respect of the services it provides and commissions.
- Manages correspondence from MPs and the public to the Chief Executive and members of the Senior Leadership Team
- Administers School Admission Appeals.

The Information Governance Unit which is:

- Responsible for security of information held by the County Council. Also, general information management in relation to the information we hold, use and share. This includes provision of public access services (Freedom of Information, Data Protection), taking the lead on information regulation (Regulation Investigatory Powers, Copyright, Environmental Information

Regulations), overseeing sharing of information with regulatory, legal and partner organisations.

Whilst the post is based within the Business Support Unit, flexibility is required to address business needs; therefore, the right is reserved to transfer the post holder to a team within the Service following appropriate consultation.

Reporting Relationships

Responsible to: Snr Executive Support Officer

Responsible for: N/A

Key Accountabilities: To provide a high level professional, efficient and effective PA support to Wider Leadership Team (WLT) members supporting them in their official duties and protecting their reputation both internally and externally.

1. Performance and Financial Management and Improvement:

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.
2. Support the development of new procedures and techniques to improve the efficiency and effectiveness of the service.

2. Executive Support

1. Provide confidential secretarial support for the WLT member(s). Ensuring that all correspondence is recorded and tracked appropriately.
2. Co-ordinate the time of the WLT member 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.
3. Take the initiative and act on behalf of the WLT member resolving issues via contact with members of staff and others, filtering and screening phone calls, e-mail and to try to proactively identify opportunities for delegation of work where appropriate to other officers.
4. To proactively identify as early as possible where potential unmovable clashes will occur and pre-empt – where a substitute is appropriate – who is likely to attend and take necessary action.
5. To support the WLT member as required in dealing with complex enquiries, correspondence, complaints from members and officers within the County Council, Members of the Public, MP's and Partners; through to completion following County Council guidelines ensuring their capture within the relevant information system in a timely manner.
6. To operate sound forward planning and office systems to ensure that arrangements are made, materials prepared, and papers collated for meetings, seminars and conferences.

7. To take responsibility for sorting all post received by recipient and extracting and passing on urgent items to ensure that they are actioned as soon as possible and removing items that do not need personal attention by the recipient to ensure that time is not wasted on double handling.
8. To maintain a good working knowledge of the relevant functions and responsibilities and key objectives of the WLT member, ensuring strong networks with PA across the authority and partner organisations.
9. Take notes of meetings, create and type reports, papers and minutes as required.
10. To receive visitors and ensure that appropriate arrangements are in place for their reception.

General responsibilities include:

1. Acting in a professional and competent manner at all times to enhance the reputation of Business and Executive Support within and outside of the organisation, including high awareness of sensitivities associated with political views of members.
2. Being responsible for delivering the SCC's "Equality for All" Policy to relevant areas of work.
3. Being responsible for complying with relevant Information, Privacy and Data Security policies.
4. To engage with the wider Business and Executive support team and contribute to discussion and planning sessions to ensure there is a consistent approach to providing support/customer service within the organisation.
5. Being responsible for complying with health and safety responsibilities as outlined in the SCC Health and Safety Manual.
6. To participate in the My Performance Conversation process and undertaking appropriate training and development in accordance with the Council's People Development process.
7. Act as Loggist when responding to any major incident (multi-agency & single agency); to take accurate record of agreed decisions and actions; supported by the Lead Officer and Staffordshire's Civil Contingencies Unit.
8. Such other duties as may arise in connection with the activities mentioned above.

The content of this job description and person specification will be reviewed in line with SCC's training and development review policy.

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 & 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
	Qualifications <ul style="list-style-type: none"> • Possess a Business Administration qualification, NVQ Level 2/3 or equivalent experience. • ICT qualification equivalent to the competency level of ECDL. • Keyboard skills and typing speed in excess of 50 w.p.m. • Minimum of 5 GCSE grade C or above including the specific subjects of English and Math or equivalent qualifications 	All A/I/T
  	Knowledge and Experience <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 senior managers and elected members and political management in a large/ complex organisation • Ability to collate information from a range of sources and assimilate large amounts of data into accurately reports including budgetary information • Ability to bring an innovative approach to problem solving • Committed to enhancing and improving service provision • Ability to manage a complex workload sometimes unpredictable with conflicting demands, achieve targets and respond flexibly to changing needs and priorities with limited supervision, remaining calm under pressure • 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 • Excellent planning and organisational skills with an eye for detail and the ability with minimum supervision to; <ul style="list-style-type: none"> ○ prioritise to meet deadlines ○ deal with multiple demands on time • Excellent interpersonal and communication skills both written and oral with the ability to: 	All A/I/T

	<ul style="list-style-type: none"> ○ deal with sensitive and confidential matters ○ establish good working relationships with staff and stakeholders at all levels ○ challenge and enquire whilst maintaining effective relationships ○ high level negotiates and influence skills <ul style="list-style-type: none"> • High level of experience of using a broad range of software applications including Microsoft applications, SAP & Modern.gov 	
	Skills <ul style="list-style-type: none"> • Loyal, reliable, discrete & confidential with a mature attitude • Desire to work corporately, recognise responsibilities which cross strategic and operational boundaries • Ability to lead and motivate a team and to work effectively as part of a team • Professional and customer focused approach to work • Ability to challenge at all levels and enquire whilst maintaining effective relationships and personal integrity • Excellent interpersonal & communication skills • Dynamic, flexible and willing to multi-task • Able to work with diverse customer base and audiences • Enthusiastic and high level of personal drive, tenacity and energy • Continuous personal & professional development 	A/I/T

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 Talent & Resourcing Team **on 01785 278300**