

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Greater Lincolnshire CCA

Job Ref Number:

Service Area: Mayor's Office

Grade: G7

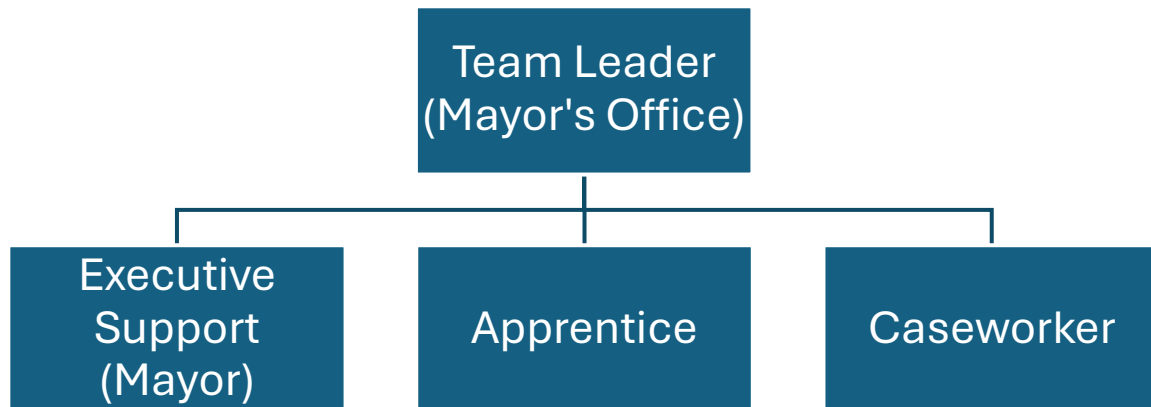
Job Title: Executive Support Officer (Mayor)

PURPOSE OF JOB:

A highly skilled and experienced Personal Assistant to support the Mayor. This is a pivotal role and fast paced role that provides top-tier executive support, manages high-profile engagements, and ensure the smooth running of the Mayor's diary, and events.

To provide comprehensive and confidential administrative support to the Mayor and Deputy Mayor in an efficient and effective way, ensuring best use of resources and contributing to the development of the Mayoral Office.

- Acting as the first point of contact for the Mayor, managing a busy diary and prioritising key engagements.
- Coordinating Mayoral led events, briefings, and meetings with senior stakeholders, ensuring seamless organisation.
- Handling sensitive and confidential matters with discretion and professionalism.
- Preparing reports, correspondence, and briefing notes to support the Mayor's strategic priorities.
- Working closely with colleagues across the GLCCA to ensure efficiency and alignment with wider organisational goals.
- Representing the Mayor's office with confidence and diplomacy.
- Support where necessary in capturing communications content and covering casework where required within the team
- Some weekend work may be required.

TEAM STRUCTURE:**MAIN DUTIES:**

1	Co-ordinate the provision of a professional executive support and administrative service in the Mayor's team and liaise with senior offices in the GLCCA to ensure high quality support services are maintained.
2	Manage the Mayor's and the Deputy Mayor's inbox and diary to ensure the most efficient use of time and resources, organising representation (where necessary) for the Mayor and Deputy Mayor.
3	Provide cover for the overall Executive Support function at GLCCA to ensure high standards and consistency in service delivery.
4	Be responsible for dealing with internal and external enquiries, feedback and complaints, using appropriate judgement, tact and diplomacy while working with the Mayor to escalate urgent concerns which could impact service delivery.
5	Actively use interpersonal and communication skills to deal with issues that arise and proactively review and create new procedures to ensure that the office continues to run effectively and efficiently.
6	Undertake general research for the Mayor and to support the business of the GLCCA. Collate and present information in given timescales.
7	Provide ad-hoc project support through undertaking consultation exercises, monitoring responses, analysis returns and presenting findings as required.

8	Manage conference, travel and accommodation arrangements as required by the Mayor.
9	Preparing reports, correspondence, and briefing notes to support the Mayor's strategic priorities.
10	Where necessary support the production of complex, statutory or sensitive reports, correspondence, agenda preparation, information collation and taking of action notes at meetings.
11	Maintain good working relationships with colleagues, outside partners and customers contributing to effective liaison across GLCCA members. This includes but is not limited to maintaining an overview of the remit of the GLCCA, including national and regional legislative issues.
12	Assist with the arrangements for official visits by Government Ministers, Senior Officials or Statutory/Regulatory Bodies.
13	Take responsibility for keeping knowledge of relevant legislation, organisational procedures, policies and professional codes of practice in order to maintain or improve standards of best practice.
14	Ensure compliance with GLCCA's Information Governance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data.
15	Work in accordance with the relevant financial regulations to support procurement and other financial activities.
16	Actively engage and implement training for the role, including but not limited to, Health and Safety and Information Governance.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable	
At least 5 GCSE passes at Grade C or above or equivalent*	Application	Y		
NVQ Level 3 Business Administration or equivalent (achievement of 50% of units if in progress)	Application		Y	
Experience of MS Office 365: Teams, Outlook, Word, Excel, PowerPoint, SharePoint and Visio	Application/Test	Y		
Experience of working in a support role to senior leaders	Application/Interview	Y		
Understanding of how to provide excellent customer service	Interview/Test	Y		
Experience in a range of interactions with the public e.g. face to face, telephone, video call or emails	Application/Interview	Y		
Good working knowledge of Local Government and political awareness	Application	Y		
Pays attention to detail and demonstrates problem solving capabilities	Application/Interview	Y		
Self-motivation and works on own initiative	Interview/Test	Y		
Experience of working in a face paced and high-profile environment, with excellent time management and workload prioritisation	Application/Interview	Y		
Experience of project work, research and analysis	Application/Interview		Y	
High level of verbal and written communication with the ability to confidently liaise at all levels	Application/Interview	Y		
Commitment to self-development including a willingness to attend training courses which may be located away from the working environment	Application/Interview		Y	

Flexible approach to work and the aptitude to respond to positively to change	Interview/Test	Y		
Proven experience of data entry and minute taking	Application/Interview/Test	Y		
An awareness of Health and Safety within the workplace	Application/Interview		Y	
An awareness of Information Governance and GDPR	Application/Interview		Y	
Team player able to support colleagues and respond quickly to changing priorities	Application/Interview	Y		
Awareness of financial regulations	Interview		Y	
Full Driving license and access to a vehicle	Application/Interview	Y		

*A = Application form T = Test/Assessment I = Interview P = Presentation

****2017 onwards Grade 4 or above under revised Ofqual Structure***

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.