

**JOB DESCRIPTION & PERSON SPECIFICATION**

<b>Director Area: GL CCA</b>	<b>Job Ref Number:</b>
<b>Service Area: Strategy and Operations</b>	<b>Grade: G7</b>

**Job Title: Executive Support Officer**

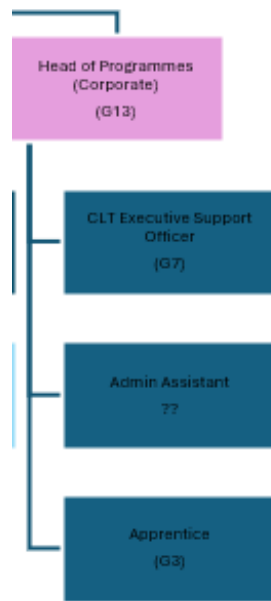
**PURPOSE OF JOB:**

You'll be working in a busy and exciting team, supporting executive management and engaging with our stakeholders and partners across the public and private sector, including our 1.1 million residents, 39,000 businesses and 32.2m visitors. You'll be instrumental in helping to ensure that the services and impact we have across the authority are to a high standard.

**The role will be required to:**

- Provide comprehensive and confidential personal administrative support to the Executive Officers in an efficient and effective way, ensuring best use of resources and contributing to the development of the Greater Lincolnshire Combined County Authority values, visions and policy objectives.
- Work closely with the Mayor's Office to ensure the efficient business operations for the Greater Lincolnshire Combine County Authority.
- Assist, as appropriate, with providing an integrated approach to performance management, quality standards and service delivery.
- Embedding new ways of thinking and working and developing and maintaining strong, positive working relationships across service areas, with providers and partners.
- Take personal responsibility to provide advice and guidance and/or work within own area of responsibility as appropriate.
- Continuously look for synergies and efficiency savings across area of responsibility.

**TEAM STRUCTURE:**



**MAIN DUTIES:**

1	Manage a professional secretarial and administrative service across the Executive Office, liaising between elected members, corporate leaders, officers and partner agencies.
2	Manage Executive Officer(s) e-mails and diary, ensuring the most efficient use of time and resources; organising deputies to attend meetings where necessary. Provide cover for other Executive Support Officers, to strengthen the excellent support function.
3	Deal with enquiries and complaints using judgement, tact and diplomacy, working to tight deadlines with attention to detail.
4	Use creativity and innovation to deal with issues that arise in the absence of the Executive Officer and proactively create new procedures to ensure that the office continues to run effectively and efficiently.
5	Provide a general research function to the Executive Officers and collate information in order to meet deadlines. Undertake project and consultation exercises as required, ensuring prompt accurate responses, analysing returns, preparing summaries, manipulating data and detail and presentation of information in the most suitable format.
6	Manage travel and accommodation arrangements as required. Where required oversee and manage training and conference budgets.
7	To provide support to projects as identified by the Corporate Leadership Team.
8	Support the service by ensuring that the following processes are undertaken; that complex or sensitive reports have been produced, correspondence, agenda preparation, information collation and minute taking for meetings. Action points as required, ensuring other pick up relevant actions and progress them. Follow up actions where necessary and ensure information is disseminated as appropriate.

9	Assist with arrangements for official visits by Government Ministers and senior officials as well as those for seminars, conferences and other events.
10	Contribute to effective liaison across Directorates and/or Political Parties; maintain good working relationships across the Combined Authority and with outside partners and customers.
11	Maintain an overview of the remit of the Combined Authority , including national and regional legislative issues particularly relevant to the Executive Officer or Executive Councillors.
12	Assist with media enquires in conjunction with the Communications Team.
13	Perform monitoring and maintenance tasks of all information systems, including but not limited to, corporate systems and Directorate/Service bespoke systems. Provide reports through the use of technology and systems. Provide specialist system user support where appropriate.
14	To operate and update various computer systems accurately and within defined areas of responsibility, complying with all Combined Authority polices and within timescales.
15	To support Information Governance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data, including the processing of FOI's.
16	To undertake purchasing/financial support activity in accordance with relevant financial regulations.
17	Having good understanding of all training requirements of the role including but not limited to Information Governance and Safeguarding and ensure that these are implemented on a daily basis.
18	Remain up to date and compliant with all relevant legislation, organizational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
19	Providing a high level of support across a variety of administrative and clerical functions, including but not limited to meeting support, data entry, general office support and completion of defined service tasks.

***This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to perform other duties as directed by their line manager that are commensurate with the level of the post. This document will also be supplemented by key objectives which will be set through the performance and development review process.***

*This post is not designated as a politically restricted post in accordance with the requirements of the Local Government and Housing Act 1989 (as amended) and by regulations made from time to time by the Secretary of State.*

*The role will be based full-time in Greater Lincolnshire, with a requirement to travel.*

## Person Specification

Requirements	Where identified*	Essential	Desirable
At least 5 GCSE passes at Grade C or above or equivalent	A	✓	
NVQ Level 3 Business Administration or equivalent (achievement of 50% of units if in progress)	A		✓
Experience of MS Office: Word, Excel, PowerPoint, Outlook and Visio as a minimum	A	✓	
Experience of working in a senior secretarial role	A / I	✓	
Understanding of how to provide excellent customer Service	I / T	✓	
Experience in dealing with the public either face to face, telephone, or written capacity	A / I	✓	
Good working knowledge of Local Government and political awareness.	A	✓	
Is thorough and pays attention to detail	A / T	✓	
Demonstrating problem solving capabilities	A / I	✓	
Working on own initiative	I / T	✓	
Ability to manage own time and workload	A / I	✓	
Experience of undertaking project work, research and analysis	A / I	✓	
Exceptional written and verbal skills and ability to liaise confidently at all levels.	A / I	✓	
Committed to self-development including the ability to attend training courses which may be away from the office	A / I	✓	
Flexibility and a responsible approach to work	I / T	✓	
Ability to respond positively to change	I / T	✓	
Experience of Data entry	A / I		✓
Experience in Minute Taking	A / I	✓	
Seeks common ground with others and own team	I / T	✓	
An awareness of Health and Safety within the workplace	A / I		✓
An awareness of Data Protection within the workplace	A / I	✓	
Ability to respond quickly and positively to changing priorities	A / I	✓	
Ability to provide practical support to colleagues	I		✓
Awareness and adherence of Financial Regulations	I		✓
Understand the impact of personal behaviour and decisions on others	I	✓	
In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	I / P	✓	