Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Executive Assistant to Director	JEID	ES002
Salary Grade:	Scale H		
Team:	Public Health		
Service Area:	Public Health, Social Care & Health Directorate		
Primary Location:	Shire Hall		
Political Restriction	This position is not politically restricted.		
Responsible to:	EA to Executive Director of Social Care & Health Directorate		
Responsible for:			

Role Purpose

You will play a crucial role in supporting the Director of Service ensuring the smooth operation of their working day to make certain that their time and energy is used where most valuable in the Council.

You will also play a pivotal role in supporting the wider service area and Senior Leaders within Communities Directorate, to achieve business excellence through comprehensive administrative support.

Role Responsibilities

Responsible for over-seeing and co-ordinating all correspondence, enquiries, travel arrangements and diary management for the Director, in order to provide comprehensive, proactive and integrated support to enable them to discharge their duties for the Council.

Act on the Directors behalf using diplomacy and judgement (both on request and proactively) to support them in the discharge of their duties for the Council.

Be the first point of contact for the Director and be the gatekeeper for ad hoc requests and queries coming from both internal and external sources, ensuring actions are passed on, logged and chased where necessary, working independently and with resilience to resolve issues when they arise.

Coordinate seamless internal and external meetings and events including venue/room bookings, preparing agendas, collating and circulating materials, attending and recording comprehensive minutes or action logs, and diligently tracking actions.

Ensure that the Director is aware of updated movements and appointments.

Prioritise schedules, flag potential clashes or concerns, and forward plan meetings and documentation.

Be pro-active, anticipate needs, exercise sound judgement and work with a high degree of initiative to assist the Director and the wider service.

Be a trouble shooter to resolve problems and be solution focused, working under pressure and managing challenges when they arise.

Produce high-quality documents, briefing papers, reports and presentations, including minutes as required, noting actions and creating decision logs.

Process financial accounting tasks including forecasting, invoicing and raising purchase order numbers, and using the in-house finance systems with high attention to detail.

Management of executive accommodation to include office equipment and furniture, health and safety, data protection and file management.

Maintain electronic filing systems, databases and logs e.g. HR/Payroll systems, complaints, FOI requests.

Handle highly sensitive information with discretion and maintain confidentiality at all times.

Build and maintain effective relationships at all levels, including Councillors, officers and external partners

Provide reliable cover support during annual leave/sickness absence for the Executive Support Team as required.

Collaborate effectively across the high performing Executive Support Team to maintain exceptional quality standards.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

	Assessed By:
NVQ3 in Administration or equivalent. Relevant practical and procedural knowledge.	
Good literacy and numeracy skills	
Effective communication skills, both written and verbal, with the ability to interact with individuals at all levels and be able to demonstrate tact/sensitivity when dealing with difficult situations on behalf of the Director	
Excellent people skills, with the ability to build and maintain effective relationships at all levels.	
The ability to cope in situations where there is an emotional demand arising from the work being undertaken.	
Flexibility and adaptability to work independently and as part of a team, with a positive attitude and willingness to take on new challenges.	
Exceptional organisational skills and attention to detail, with the ability to prioritise tasks and work under pressure including meeting deadlines and dealing with interruptions.	
The ability to use a keyboard with a high level of precision and speed.	

Desirable Criteria

	Assessed By:

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and

Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.	
☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☐ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☐ Face-to-face contact with members of the public
☐ Other (please specify):	