

## Job Description and Person Specification

### Executive Support Officer

Job Details	
Grade	GRD6
Service	Executive Support Officer
Location	City Wide
Job Evaluation Code	A5525

#### About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### Job Purpose

As an Executive Support Officer, you will provide pivotal support to senior management, ensuring their schedules are managed effectively and priorities are met. Your role involves coordinating meetings, travel, and communication, maintaining a professional focus amidst changing priorities. You will be the primary point of contact, handling correspondence with discretion and fostering relationships across the organisation. Your contribution is essential in enabling leaders to perform optimally, reflecting our commitment to service excellence and organisational values.

#### Main Duties & Key Accountabilities

Building strategic partnerships by supporting executive leaders to foster and enhance working relationships across various sectors

Engaging collaboratively with peers to develop and implement successful solutions, processes, and high-level support, ensuring positive interactions
Leading with integrity by exercising sound judgement and discretion at the executive level, while committing to the communication of corporate objectives
Inspiring excellence in service by encouraging colleagues to deliver outstanding customer service and fostering a results-driven, customer-centric culture
Managing performance by implementing routines for optimal service delivery and effectively handling conflicting priorities with resilience
Upholding professionalism by maintaining focus on business management, underpinned by strategic planning and confidentiality
Embracing change by viewing mistakes as learning opportunities and promoting continuous improvement at both business and individual levels
Demonstrating self-awareness by recognising personal strengths and weaknesses, and diligently seeking opportunities for self-improvement and development
Advancing customer service by supporting the execution of strategies that facilitate organisational change with a customer-oriented perspective
Contributing to a culture of innovation by considering customer needs in the introduction of new initiatives and organisational enhancements
Championing the council's values by embodying the One Coventry ethos and advocating for a more diverse and inclusive workplace
Facilitating cross-functional collaboration by working with various service areas to support vulnerable groups and contribute to community well-being

Key Relationships	
External:	Various external Bodies
Internal:	Collaborative cross divisional working

Standard Information
Post holders will be accountable for <ul style="list-style-type: none"> <li>● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp;</li> </ul>

Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

#### Responsible for

N/A

### Person Specification

Requirements	
Knowledge	Possess an understanding of best practice in executive support and the relevant legislation impacting the Directorate
	Have excellent knowledge of the requirements for supporting senior management effectively, including managing diaries and coordinating meetings, communications, and travel arrangements
Skills And Ability	Be able to use independent judgment and maintain composure under pressure with changing priorities
	Have the ability to be the initial point of contact, demonstrating excellent interpersonal skills to engage with various stakeholders
	Be able to maintain confidentiality with discretion and exercise sound decision-making
	Have the capability to independently draft various forms of communication and analyse both qualitative and quantitative data
	Be systematic, methodical, and accurate in your approach to work, with accomplished analytical and decision-making abilities
Experience	Show evidence of continual personal development and extensive IT proficiency, particularly with

	Microsoft Office applications
	Have proven experience in managing and monitoring resources and budgets
Qualification	Possess education equivalent to degree level or have extensive experience in a similar role