

Job Description and Person Specification



Job Description

Job Title	Executive Support Officer - Leadership
Grade	6
Service	Member Services
Reports to	Julie Wheeler
Location	City Centre
Job Evaluation Code	P1039D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role / Output

- To provide high-level executive support to the Leader, Deputy Leader and Shadow Leadership exercising judgement and independence.
- To take a flexible approach to managing activities with competing deadlines
- Extensive diary management for leadership and senior officers
- Making national and international travel and accommodation arrangements
- Comprehensive inbox management
- A single point of contact for the Leadership and Shadow Leadership, Chief Executive, Deputy Chief Executive or Director and responding to queries and correspondence
- To have strong organisational and decision-making skills to prioritise workloads and deal with unanticipated urgent requests
- Be responsible for all meetings ensuring that schedules, communication, facilities and travel arrangements are made
- Work as part of a team to ensure that the team delivers the organisational vision
- To promote a culture where the Coventry citizens are at the heart of everything it does
- Deputise for the Member Services Manager

Main Duties & Key Accountabilities

Core Knowledge

Establish effective relationships

- To support the Leadership, Shadow Leadership, Chief Executive, Assistant Chief Executive and Directors to build, maintain and promote effective working relationships
- Engage with peers to deliver successful solutions, processes and high-level support
- Offer positive engagement to all service users irrespective of roles and responsibilities

Demonstrate effective Leadership

- Exercising sound judgement and discretion to support at a leadership and executive level
- Demonstrate personal commitment to delivering corporate messages and associated changes
- Inspire and support colleagues to provide excellent service to the public and colleagues
- Actively promote a positive, forward looking, results orientated and customer focused culture
- Support apprentices in developing the skills necessary to fulfil a role within the organisation
- Deputise for the line manager acting as a point of contact for organisational colleagues

Focus on performance

- Implement and adhere to appropriate routines to ensure that all elements of the service are managed to achieve optimum performance
- Manage conflicting and competing priorities effectively, with resilience especially during periods of uncertainty and change
- Maintain a professional focus in managing all aspects of the business underpinned by effective planning routines and confidentiality
- Challenge practices or issues that directly affect performance

Maintain a focus on change and continuous improvement

- See mistakes as an opportunity to learn and make progress at a business and individual level.
- Demonstrate self-awareness in understand own strengths & weaknesses and explore opportunities to learn and improve

Support the Customer Service agenda across the organisation

- Support in the implementation of strategies to support organisational change
- Take a Coventry citizen view in considering new initiatives
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Partner organisations MP's Members of the public	Internal Political Leadership, Shadow Political Leadership, all other elected Members, Chief Executive, Directors and Senior Management
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & 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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
An understanding of best practice in relation to supporting senior management/leadership	
Knowledge of the City Council's political management structure and the role of elected members and an understanding of the structure of central government	
Excellent working knowledge of executive support	
Understanding of local government and current challenges facing such organisations	
Skills and Abilities	
Ability to use independent judgement, tact and decisiveness while working under pressure against a backdrop of constantly changing priorities	
Able to proactively manage the diaries of those that you support to ensure that they are able to fulfil their role in the most effective way possible	
Be responsible for all meetings ensuring that schedules, communication, facilities and travel arrangements are coordinated for appropriate individuals	
Be an initial point of contact via the phone and e-mail for the people that you support	
Excellent interpersonal skills and an ability to engage with contacts inside and outside of the organisation and at all levels to achieve appropriate outcomes. Adept at establishing and maintaining cooperative working relationships, establishing rapport and gaining the trust and support of others	
Ability to work under own initiative and demonstrate the strong organisational and decision making skills to prioritise workloads and deal with unanticipated urgent requests	
Ability to maintain confidentiality of information using judgement and discretion	
Ability to undertake research and work independently compose; letters, memos, reports, presentations for use with a variety of audiences	
Ability to analyse qualitative and quantitative data	
A systematic, methodical and accurate approach to work	
Accomplished analytical & decision making skills	
Ability to receive and convey information clearly, accurately and concisely both in writing and orally	
Experience	

Previous experience of the role of Personal Assistant supporting senior employees/elected members in fulfilling the expectations of their role
Demonstrable experience in high level administrative and analytical activities
Experience of analysis and problem solving, gathering data and facts to make decisions
Evidence of extensive continual personal development
Extensive IT skills with advance experience of all Microsoft Office applications
Proven experience of managing and monitoring resources and budgets
Experience of event management including venue booking, attendance, menus etc.
Qualifications
Education equivalent to degree level/professional qualification or previous extensive experience
Special Requirements

Date Created	June 2019	Date Reviewed	June 2019
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