



Coventry City Council

Job Description

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|-------------------|---------------------------|---------------------|--------|
| Job Title: | Executive Support Officer | Job Number: | P1039D |
| Service: | Housing & Transformation | Post Number: | |
| Location: | City Centre | Grade: | 6 |

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.

Job Purpose:

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

Main Duties and Responsibilities:

1. 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
2. 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

3. 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

4. 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

5. 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: N/A

Responsible to: Customer Services Manager – Executive Support

Date Reviewed: June 2019

Updated: September 2021



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| Area | Description |
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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 |

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| Skills and Abilities: | Ability to use independent judgment, 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 |

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| | 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. |
| Educational: | Education equivalent to degree level/professional qualification or previous extensive experience |
| Special Requirements: | |

Date Reviewed: June 2019

Updated: January 2020