



Job description	
Job title	EXECUTIVE SUPPORT ASSISTANT
Grade	PAY BAND G
Section/team	EXECUTIVE SUPPORT
Accountable to	EXECUTIVE SUPPORT OFFICER
Date reviewed	DECEMBER 2019

Purpose of the job

To provide a comprehensive, confidential Executive Support Service to the Director Cohort and Elected Members as required- to ensure a professional, high quality, effectively managed service, which is flexible, responsive to need and efficient; making effective use of technology and new working arrangements.

Duties and responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

CORPORATE RESPONSIBILITIES

GENERIC

1. To promote and support the Council's Equal Opportunities Policy and Diversity Policy in all aspects of employment and service delivery.
2. To support effective working partnerships with all stakeholders and customers.
3. To effectively represent the corporate values of the Council.
4. To ensure all procedures and regulations are upheld personally, within the Council as a representative agent
5. To comply with all the Council's Financial and Contract procedure rules as appropriate
6. To fulfil any other duties as reasonably directed.
7. To provide on a daily basis confidential Executive Support to the Director Cohort, dealing with issues on their behalf where possible, including handling sensitive information as required, and responding to



unexpected issues and problems with a requirement to make frequent independent decisions.

8. Creation of correspondence, letters and reports on behalf of the Director Cohort with minimum supervision, demonstrating a high level of organisational skills, initiative and the ability to manage own workload.
9. Work closely with the Director Cohort and provide cover to any other Directors, as and when required.
10. To carry out duties requested by the Director Cohort within their service areas which support and promote the requirements and reputation of the Council.
11. To assist the Executive Support Officer as appropriate in the provision of Executive Support to the Chief Executive, Executive Directors and Cabinet Member(s).
12. To be responsible for the co-ordination of agendas, briefing papers, documents and any other items required by the Director Cohort for meetings or other engagements ensuring they are distributed on time and filed electronically as necessary. Ensure agenda setting meetings are scheduled, minutes taken, briefings provided and actions distributed and recorded on the relevant system.
13. To arrange appointments, meetings or co-ordination of events, including booking appropriate venues and ordering refreshments as and when required
14. To be responsible for the efficient organisation and handling of all correspondence, both internal and external, and also to respond, as required, independently to requests to information.
15. To ensure the systems for producing reports for the Director Cohort, Cabinet Member, Forward Plan and Democratic Services meetings are maintained and carried out in accordance with Council policy and the modernisation agenda.
16. To manage and maintain appropriate information for the service, including the development of efficient information systems using SharePoint.
17. To effectively use Council systems such as IPROC and e-Claims as appropriate in accordance with policies and procedures.
18. Support quality standards and a customer service focus to ensure the highest standards of service provision is achieved, and ensure appropriate tracking, recording and reporting mechanisms are maintained in line with the Corporate Standards.



19. To support the objectives of continuous improvement, value for money and best value and ensure they are delivered in all aspects of service delivery.
20. To support the work of the wider Director Cohort in the implementation of strategies, plans, policies and procedures relevant to the work of the Service and the Council.
21. To ensure that all legislative, regulatory and national guidance relating to the Service is adhered to and reported on as appropriate.
22. To fulfil any other duties as and when required as directed by the Executive Support Officer or the Head of Business Administration.
23. To carry out duties requested by the Director Cohort within their service areas which support and promote the requirements and reputation of the Council. These duties may also include providing support to nominated Elected Members.

Health and safety

1. To comply with all the requirements of Health and Safety legislation and Council Policies.
2. To use equipment as instructed and trained
3. To regularly assess own work area and equipment and report on any problems or issues
4. To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

1. Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy
2. Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
3. Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.



Integrity. You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.

Accountability. You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.

Communication. You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.

Respect. You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

Special Conditions

Normal hours of work will be 36 per week (or pro rata), but the post holder may be required to attend meetings outside normal office hours in line with the requirements of the service and in line with Council Policy.