

Job Description

Job Role: Executive Support Officer

Service: Governance & Law

Role Structure	Role Details
Directorate:	Corporate Services
Grade:	HC06
Location:	Plough Lane
Responsible to:	Director of Governance & Law

Main purpose of the role

The role will provide support to the corporate leadership of Herefordshire Council with a wide range of functions including co-ordination across the organisation, assistance with day-to-day functions and forward planning to meet the corporate leadership team.

The post will have key relationships and functional links with Officers and managers across the council, including at a senior level, cabinet members and members of the council as well as a wide range of organisations.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Have a co-ordination role across the council and with external partners, gathering information, arranging meetings and dealing with correspondence associated with the corporate executive that requires support. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Make independent decisions to balance competing demands often with urgency, that need priority setting and addressing swiftly. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Deal discreetly with highly sensitive information. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Use IT systems that support the operation of the organisation and provide written content including bringing information together from contributors or producing original copy. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Work with different parts of the organisation to meet the requirement of the corporate executive 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Work closely with the communications team on messages to the media and staff. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Be assigned to a directorate and/or a corporate executive but to provide cover across the team as and when necessary to ensure a consistent approach with skills, knowledge and capability 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Contribute to upholding the values of a strong team ethos in doing so working and liaising together to support each member of the team especially when needed for a particular task e.g. finding information etc. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure you are role models of the Council both internally and externally 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To support other corporate priorities and events such as elections, emergencies and important corporate visits 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Be the first point of contact for the corporate executive you're supporting, have an understanding of their priorities including the cycle of activities and the importance and what needs to be done and by when. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Compiles agendas, arranges rooms, invites/attendee lists, takes notes and tracks action logs for CLT, DLT's and Portfolio Briefings, paying particular attention to correct labelling of the meetings, organising papers in advance etc. 	<ul style="list-style-type: none"> When Required
<ul style="list-style-type: none"> Manage arrangements for key meetings and boards, compiling agendas, minutes, arrange rooms, invites/attendee lists for the Directors, Service Directors and Heads of Service, paying particular attention to details for all documents required for said meetings/boards 	<ul style="list-style-type: none"> When Required
<ul style="list-style-type: none"> Assist in the creation of presentation content for Directors, Service Directors and Heads of Service 	<ul style="list-style-type: none"> When Required
<ul style="list-style-type: none"> Proactively manage the Directors, Service Directors and Heads of Service email and written correspondence, using own initiative to deal with those that are appropriate for you to deal with, making decisions on responses or escalation. 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Work with the Directors, Service Directors and Heads of Service with proactive diary management and triaging of emails 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Arrange meetings, events and visits for the Directors, Service Directors, Heads of Service, external parties and members of the public where required, paying particular attention to direct communication, travel time, document labelling and organising in advance. 	<ul style="list-style-type: none"> When Required
<ul style="list-style-type: none"> "Meet and Greet" visitors in connection with meetings, boards and events 	<ul style="list-style-type: none"> When Required
<ul style="list-style-type: none"> Understand and decide on priorities, including rearranging workload for urgent items. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Request, receive and collate information from across the organisation. 	<ul style="list-style-type: none"> When Required
<ul style="list-style-type: none"> Operate an electronic filing system and keep ahead of required paperwork. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Use a range of IT systems, including the management of mod.gov on behalf of CLT members, complete invoicing on Business World, access and extract key information from case management software as required. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Co-ordination of responses to FOI's, complaints and other correspondence that directly effects the Directors, Service Directors and Heads of Service. 	<ul style="list-style-type: none"> When Required
<ul style="list-style-type: none"> Keep service information and profiles up to date 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Support governance processes for the corporate executive you are supporting 	<ul style="list-style-type: none"> When Required
<ul style="list-style-type: none"> Arrange travel for Directors, Service Directors and Heads of Service 	<ul style="list-style-type: none"> When Required



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none">• Arrange for cover when not in the office of the executive support requirements- as agreed with your line manager	<ul style="list-style-type: none">• When Required



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> GCSE's at grade 4 or above to including Maths and English 	Essential	A, I
<ul style="list-style-type: none"> Equivalent professional qualification in a related field e.g. secretarial / administration at NVQ level 3 or RSA Stage III. 	Essential	A, I
<ul style="list-style-type: none"> Qualification in Customer Service or equivalent 	Essential	A, I
<ul style="list-style-type: none"> Should be able to demonstrate recent and continuing professional and personal self-development. 	Essential	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Providing a range of previous experience in an executive support role to senior management. 	Essential	A, I
<ul style="list-style-type: none"> High organisational skills, particularly managing conflicting demands. 	Essential	A, I
<ul style="list-style-type: none"> Experience of project based work 	Essential	A, I
<ul style="list-style-type: none"> A strong understanding of working in complex organisations and the importance of public service, ethics and standards, partnership working and customer care 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Strong working knowledge of technology including MS Office suite (Word, Powerpoint, Excel, Visio, Project, Teams) 	Essential	A, I
<ul style="list-style-type: none"> Administrative experience including note taking, correspondence and telephone skills. 	Essential	A, I
<ul style="list-style-type: none"> Dealing with sensitive information in a confidential environment. 	Essential	A, I
<ul style="list-style-type: none"> Working across the organisation and liaising with third party organisations and partners. 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Excellent communication skills. 	Essential	A, I
<ul style="list-style-type: none"> Ability to manage different demands and able to understand priorities. 	Essential	A, I
<ul style="list-style-type: none"> Strong interpersonal skills, working across the organisation. 	Essential	A, I
<ul style="list-style-type: none"> Able to work independently with strong self motivation, whilst also working as a team player. 	Essential	A, I
<ul style="list-style-type: none"> Excellent written skills and ability to take minutes. 	Essential	A, I
<ul style="list-style-type: none"> Have a solutions based approach to challenges and problems. 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Knowledge of office management practices and procedures including document management, flexible and new ways of working 	Essential	A, I
<ul style="list-style-type: none"> May occasionally be required to work outside normal working hours to meet the needs of the service. 	Essential	A, I
<ul style="list-style-type: none"> Respond to emergencies such as flooding, COVID 19, emergency planning issues where applicable 	Essential	A, I
<ul style="list-style-type: none"> Must have the ability to travel freely around the County 	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.



Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

