

TITLE OF POST: Executive Assistant

GRADE: SO2

RESPONSIBLE TO: Executive Services Manager

MAIN PURPOSE OF JOB:

Under the guidance of the Executive Services Manager, you are to undertake the professional service delivery of duties within the function which contribute to the provision of an excellent service. To provide a professional service to the Executive Leadership Team in the delivery of exceptional services to our community and key stakeholders.

1 GENERAL DUTIES

- 1.1 To promote the Service Vision, 'Creating the Safest Community'.
- 1.2 To work effectively and efficiently to provide a professional service in the delivery of the department's aims and objectives.
- 1.3 To maintain appropriate and robust information systems within the department.
- 1.4 To proactively maintain positive and effective liaison links with organisations and partners as appropriate.
- 1.5 To prepare the production of a variety of quality information for inclusion in management and departmental reports.
- 1.6 To ensure compliance with the relevant data protection regulations and to ensure data security is maintained.
- 1.7 To ensure professional and technical knowledge is up to date and provided as exceptional service to the organisation.
- 1.8 To proactively identify and recommend areas of potential improvement with professional and/or technical services.
- 1.9 To professionally represent the function at internal and external meetings and events.
- 1.10 To be responsible for internal processes and services of professional and/or technical services. This could also require line management responsibilities.
- 1.11 To support colleagues with complex and escalated work as required.
- 1.12 To attend internal and external training courses as necessary.
- 1.13 To undertake any other duties as appropriate to the role.

2 ROLE SPECIFIC DUTIES

- 2.1 To provide a professional service as the first point of contact for the Executive Leadership Team (ELT), screening all phone calls, emails and incoming correspondence and dealing with enquiries where appropriate, ensuring responses are in line with the goals, values and needs of both the organisation and the ELT member.
- 2.2 To have extensive knowledge of the Service and Authority, with a detailed knowledge of the strategic aims and objectives.
- 2.3 To evaluate and action the complex tasks that arise, common issues and subjects faced in order to prioritise effectively, provide guidance where appropriate and take ownership and accountability where possible.
- 2.4 To analyse and interpret complex information, research and data and be aware of policy and legislation change, new initiatives and best practice and use it to inform communication and policy approaches, preparing reports where required for ELT members, supporting policy related work and liaising with the appropriate departments.
- 2.5 To produce reports for ELT and Fire Authority Members, providing analysis in a clear and concise style to enable decision to be made and coordinate the implementation of recommendations and actions where appropriate.
- 2.6 To be responsible for advising ELT of impending deadlines for both internal and external commitments and completing relevant work tasks to ensure these deadlines are met.
- 2.7 Provide a professional service in a politically sensitive environment and be accountable and responsible for safeguarding confidential information, ensuring confidentiality is promoted through the Fire Authority and maintained within ELT.
- 2.8 To promote good corporate governance and ensure all activities of ELT are carried out in line with the Standing Orders, Matters Delegated and associated policy. Provide advice on these where required.
- 2.9 To take responsibility for the cohesion of information across all of ELT, identifying and connecting interrelated work streams and activities and preparing and coordinating current, timely and complete information to support these work streams, in line with 2.1.
- 2.10 To proactively develop a professional working relationship with Councillors, Officers and internal and external stakeholders.
- 2.11 In ELT absence or through delegation, co-ordinate and provide specialist advice on a diverse range of corporate issues that can have an impact on the authority.
- 2.12 Under the direction of ELT, deal with all core admin and support duties for meetings of the Fire Authority and ELT, including booking venues/refreshments/equipment, preparation and distribution of agendas and reports, attending meetings, taking and preparing minutes for approval and following up on action points where appropriate in line the Local Authorities

(Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 or any legislation which subsequently supersedes this.

- 2.13 To provide admin assistance to ELT, including daily tasks such as:
- Setting daily schedules, proactively coordinating meetings and dealing with schedule conflicts
 - Inbox management
 - Accepting / making phone calls
 - Accepting visitors
 - Reviewing incoming reports
 - Making travel and accommodation arrangements
 - Manage expenses
- 2.14 Assist in the organisation and delivery of corporate events including:
- Long Service and Good Conduct Medal Ceremonies
 - Mayoral Visits
 - Carol Service
 - Stakeholder Visits
 - Any other event as and when required
- 2.15 To support the Executive Services Manager to undertake administration work in relation to TWFRS Limited.
- 2.16 To work with other Executive Assistants to ensure cover is maintained within the Principal Officer Suite in line with the requirements of the Principal Officers.
- 2.17 Other work of the same level in other functions if required.
- 2.18 To identify personal training and development needs to ensure that tasks are performed to a satisfactory standard.

3 HEALTH AND SAFETY (GENERAL POLICY)

- 3.1 By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees:-
- 3.2 Consider the safety of other persons who may be affected by their acts or omissions and to Co-operate with their employer to perform and comply with any duties or requirements imposed upon them.
- 3.3 Work with machinery, equipment and substances in accordance with information and training provided.
- 3.4 Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.
- 3.5 Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.

4 EQUALITY AND DIVERSITY (GENERAL POLICY)

- 4.2 To ensure an understanding and commitment to equality and diversity in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service's core values.
- 4.3 To champion the principles of equality and diversity and provide appropriate advice, guidance and support.
- 4.4 To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.

5 SAFEGUARDING

- 5.1 To promote the application of the Authority's Safeguarding Policies.

6 ENVIRONMENT STRATEGY

- 6.1 To demonstrate an understanding and commitment to the Service's Environment Strategy, in relation to the environment and carbon reduction policies.