

# Job Description and Person Specification

**Executive Support Manager**

**A Lambeth to be proud of**



**Job Title: Executive Support Manager**

**Department: Children's Services**

**Grade: PO3**

**Reports to: Assistant Director**

**Responsible for: Executive Support Officers**

## **Context**

### **Job Purpose**

Provide a professional and comprehensive executive support function to Strategic Directors.

Work collaboratively as part of a team of Executive Support to ensure the council delivers an efficient and effective service to our citizens, stakeholders and partners.

To provide policy and project support the Strategic Director to enable them to present professionally and effectively and to support the good reputation of the council.

Develop build and maintain professional contacts and relationships with a wide variety of stakeholders including senior representatives of the council, councillors and other public, private and third sector organisations. Ensure that the executive support team mirrors this ethos.

Management and development of the Executive Support Officers to ensure that the needs of the Directors and their direct reports are met according to the demands of the service.

Ensure that demands of the Directors are met through appropriate resource allocation across the Executive Support Officers.

Note: the role may be assigned to work to an individual or group of officers depending on the needs of the service. The postholder will be required to work flexibly across the council. To lead and oversee project assignments which the Executive Support Officers are undertaking.

### **Responsibilities**

1. Maintain an up to date understanding of the relevant functions, operations, programmes, priorities and issues of the Council, councillors, key external public and private sector partners.
2. Exercise a high degree of discretion and sensitivity in dealing with internal and external stakeholders, councillors and partners, and showing a particular awareness of political sensitivities.
3. Lead on projects and initiatives as required by the Strategic Director and to allocate and

manage the resources and work schedule ensuring deadlines are met.

4. Manage and prioritise the programme of the work assigned to yourself and your team, identifying short term strategies for making recommendations for service improvement.
5. Collating and reviewing documents to ensure correct filing and archiving are undertaken by using or developing appropriate document management systems
6. Work independently as part of an Executive Support team, supporting collaboration, matrix working and team performance.

## PERSON SPECIFICATION

<p>It is essential that you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b>			
<b>Key Knowledge</b>	K1	Up to date knowledge of office management practices and procedures	✓A
	K2	A strong understanding of working in complex organisations and the importance of public service, ethics and standards, partnership working and customer care.	✓A
	K3	Strong working knowledge of technology including MS Office suite (Word, PowerPoint, Excel, Visio, Project), Understanding of different computing platforms and their uses (including desktop, tablets, smart phones) and knowledge of new and emerging technologies	
	K4	Knowledge of office procedures in relation to document management, flexible and new ways of working	
<b>Relevant Experience</b>	E1	Experience of providing senior level executive support, working within a busy and demanding environment.	✓A
	E2	Experience of project-based work	
	E3	Experience of multi-tasking, managing priorities and working under pressure to tight deadlines	✓A
	E4	Experience of work at a high level of advocacy and sensitivity in dealing with contentious information.	
<b>Qualification</b>	Q1	A relevant degree or professional qualification or equivalent experience	✓A

Core Values and Behaviours		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>• Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>• Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>• Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>	
		<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that</li> </ul>	

		<p>they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> <li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li> <li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li> <li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li> </ul>	