

# Job Description and Person Specification

## Executive Support Officer

A Lambeth to be proud of



**Job Title: Executive Support Officer**

**Department: Children, Families and Education**

**Division: Transformation, Improvement and Performance**

**Grade: PO1**

**Reports to: Executive Support Manager**

**Responsible for: N/A**

### **Job Purpose**

- Provide a professional and comprehensive support function to a range of Directors and senior managers
- Work collaboratively as part of a team of Strategic and Executive Officers to ensure the council delivers an efficient and effective service to our citizens, stakeholders and partners.
- Support and contribute to a range of projects as allocated and drawn from the Division's work programme, contributing to the delivery of innovative policy, customer intelligence, equalities, business improvement and/or quality assurance, by providing analytical and research support in particular.
- 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.
- Co-ordinate and manage workloads to ensure that the needs of the Directors and their direct reports are met according to the demands of the service.

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. They will be required to take on project assignments which will involve working collaboratively with colleagues across the council and our residents.

### **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. Work independently as part of an Executive Support team, supporting collaboration, matrix working and team performance.

4. Operational requirements including:

- Act as single point of contact for a senior officer (or group of officers)
- Manage the daily diary and correspondence on behalf of a senior officer (or a group of officers) ensuring communications are dealt with in an efficient and effective manner with the ability to prioritise accordingly.
- Manage and respond to enquiries and referrals on behalf of senior managers as appropriate.
- Minute meetings and producing documents and presentations.
- Maintain efficient and appropriate electronic filing systems in line with council policies and procedures.
- Prepare strategic and high-level briefings and presentations across the council's business for Director as required.

5. Prepare complex reports, discussion papers, briefs, presentations or other documents appropriate to a variety of audiences, demonstrating an advanced level of knowledge of council systems and software packages

6. Collating and reviewing documents to ensure correct filing and archiving are undertaken by using or developing appropriate document management systems

7. Project support including:

- Responsible for the delivery of components of a range of high profile, complex projects as allocated by project leads. Work with the project lead and members of project team to ensure the scope and nature of all elements of the work programme are understood and shared throughout and the project is delivered effectively.
- Provide high quality data analysis and research tools and methodologies to support high quality project delivery and in support of the project and programmers' wider outcomes.

8. Develop and maintaining effective working relationships with a range of officers, councillors and partners.

9. Work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.

10. Take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance

Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.

11. Take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

## PERSON SPECIFICATION

<p>It is essential that in 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>Key Knowledge</b>	K1	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.	
	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	✓A
	K4	Knowledge of office procedures in relation to document management, flexible and new ways of working	
<b>Relevant Experience</b>	E1	Experience of providing PA support, in 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>		Level 3 qualification or equivalent experience	✓A

## CORE VALUES AND BEHAVIOURS



- Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.
- Ensure fairness and justice is at the heart of my decision making and support to my team and others.
- 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.
- Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part.
- Take positive action to ensure everyone in my team has opportunities to learn and grow at work.
- Encourage everyone to be themselves at work and value who they are.
- I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.

- Treat each member of my team with respect and dignity just as I would want for myself.
- Encourage each member of my team to do their very best work and am available to them to provide support and guidance.
- Personalise my support to each team members and look out for them, lending a hand wherever I can
- Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- 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.



- 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.
- I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.
- I ensure my team plan ahead, getting the basics right and take swift action when problems arise.
- I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- 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.
- I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.
- I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.
- I encourage my team to learn and grow and ask questions to find the information they need to do their jobs.

# Accountability behaviours



One Lambeth  
CONNECTED BY PURPOSE

# Ambition behaviours



One Lambeth  
CONNECTED BY PURPOSE

- 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.
- Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together.
- 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.
- I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- 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.