

Job Description

Job title	Executive Assistant to Assistant Director
Directorate	PEOPLE : Children and Adults
Division	Children's Services
Range	MPR 5
Reports to	Assistant Director

Main purpose of the job:

To provide an outstanding, professional, extensive ranging executive service to the Assistant Director for Children's Services and the wider directorate, including project support and advisory work to enable them to perform their role and responsibilities to a consistently high standard.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Research, develop and implement key projects, including support for inspection readiness, delivery and partnership boards through providing briefing notes and presentations and following through on key outcomes.

Identify, assess and manage potential risks within Children's Services and support business continuity plans to ensure robust responses and an effective framework for business planning across the division.

Maintain an annual report plan for the Children's Services Management Team with oversight of the timeliness of reports, follow up of outcomes and actions where required to ensure effective delivery of the business requirements.

Receive, distribute and respond to Member and public enquiries including complaints, Subject Access Requests (SARs) and Freedom of Information requests (FOIs) ensuring compliance with corporate and statutory timescales and the effective protection of data requirements.

Support a variety of Children's Services Management meetings, including agenda setting, calling for papers, minutes, decisions and action logs to maintain efficient and effective service delivery.

Establish and maintain appropriate monitoring systems and provide accurate management information including co-ordination and collation of key performance data on a regular basis.

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Provide direction, support, and leadership to the Personal Assistant by managing performance, conducting appraisals, addressing welfare and development needs, and offering coaching to help them fulfil their potential and contribute effectively to Council objectives.

Establish and maintain a proactive working relationship with key contacts, including Council officers and a diverse range of external stakeholders, regularly assessing the need for and ensuring strategic contact and involvement of the Assistant Director reflects Divisional, Directorate and Council objectives.

At manager discretion, other activities may be assigned that fit the job description.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Assistant Director.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

[HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.]

Person specification

All criteria at level A should be considered essential requirements.

Qualifications

Level A

- 5 GCSEs Grade 4 - 9 (or equivalent) including English and Maths.
- Level 3 in Business Administration or equivalent

Level B (in addition to level A criteria)

- Willingness to work towards Level 4 qualification eg. Associate Project Management or equivalent level qualification.

Level C (in addition to levels A and B)

- Level 4 qualification, eg. Associate Project Manager or equivalent level qualification.
- Evidence of continuous professional development.

Knowledge

Level A

- Knowledge of practice and policy across the directorate areas in which you are engaged
- Detailed knowledge of administrative systems, procedures and practices, relevant to the area in which you work.
- Knowledge of GDPR and handling sensitive information.
- Detailed knowledge of FOI and SAR process and requirements.
- Knowledge of HR and Health and Safety policies and procedures relevant to role.
- Knowledge of best practice in establishing effective internal and external partnerships.
- Awareness of the political environment and the role of elected Members in decision-making, scrutiny, and service delivery.
- A good understanding of equality, diversity and inclusion.

Level B (in addition to level A criteria)

- Knowledge and understanding of the Council's financial procedures.
- Knowledge of the service and the wider organisational context and how this interface with Council and Member activities.
- Detailed knowledge of council, including IT, systems to provide accurate management information and support efficient performance in role.

Level C (in addition to levels A and B)

- Knowledge of and ability to plan, develop and lead on projects and tasks in a structured way, monitoring progress against plans and can embed these into working practice.
- Expert working knowledge of the broader activities of the Council.

Experience

Level A

- Experience of working with and providing support to Assistant Directors/Directors.
- Experience of delivering projects, analysing data, producing briefing notes and achieving income targets.
- Experience of undertaking complex minute taking and taking a proactive approach to tracking actions
- Experience of dealing with highly confidential and sensitive data
- Experience of setting up and establishing effective internal and external partnerships and working groups ensuring key parties are updated and agreed actions are followed up.
- Experience of planning ahead and having the ability to respond positively to change

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- Experience of developing and maintaining effective administration and forward planning systems.

Level B (in addition to level A criteria)

- Experience of using different communication methods with an adaptable style
- Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible and persuasive way
- Experience of coaching/supporting others in their role
- Experience of managing/resolving complex situations
- Experience of managing and monitoring budgets.

Level C (in addition to levels A and B)

- Experience of coordinating Freedom of Information requests
- Experience of undertaking supervision and conducting performance appraisals (*where role has line management responsibility*).

Skills

Level A

- Proficient in the use of Microsoft Office applications including Word, Excel, Teams, PowerPoint and Outlook.
- Ability to model high levels of professionalism and promote a culture of professional standards
- Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working
- Ability to communicate clearly and concisely
- Excellent customer care skills
- Can understand the Service vision and interpret it to develop practical and achievable work plans ensure all staff understand service targets and their individual roles and responsibilities
- Ability to deliver on service plan targets for the team
- Excellent organisational skills with ability to manage own workload and balance competing priorities and deadlines
- Ability to apply discretion and always maintain confidentiality.
- Ability to direct, coordinate and train other employees (*applies to roles with direct line management*).
- Ability to anticipate and prepare for different situations.

Level B (in addition to level A criteria)

- Ability to make best use of resources and manage budgets effectively
- Ability to demonstrate an understanding of how teams work with other services and take a proactive approach towards helping others.
- Ability to plan with some consideration for the medium term
- Ability to make decisions independently, showing initiative and understanding of the whole Council.
- Ability to use analytical skills to interpret varied and highly complex information and situations
- Ability to deal with considerable levels of work-related pressure.
- Ability to demonstrate attention to detail
- Ability to build rapport and effective relationships at all levels

Level C (in addition to levels A and B)

- Can plan projects and tasks in structured way, monitoring progress against plans and embedding into working practice
- Ability to use well developed communication skills to present complex and sensitive information in an understandable way, to a range of audiences with ability to select the appropriate method for the target audience
- Ability to recognise own and others' learning style
- Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovative thinking.