



# Role Profile

<b>Role title</b>	Executive Assistant
<b>Corporate directorate</b>	Customer and Support Services
<b>Service</b>	Customer and Business Operations - Business Support & Administration
<b>Grade</b>	G
<b>Reports to (role title)</b>	Business Relationship Manager / Executive Support Team Leader
<b>Version</b>	1.0
<b>JE code</b>	2199
<b>Pension Scheme</b>	Local Government Pension Scheme

<b>Approving manager</b>	Head of Business Support and Administration - April Milne
<b>Date</b>	May 2022

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# Role purpose

The Executive Support function comprises of Business Relationship Managers, Team Leaders, Executive Assistant to the Chief Executive, Senior Executive Assistants and Executive Assistants. Collectively supporting Tier's 1-4 of Cornwall Council's Senior Leadership Team:

- Chief Executive
- Strategic Directors
- Service Directors
- Heads of Service

The structure of the Council consists of several directorates, each comprising a number of Services within. Directorates are led by Strategic Directors, Services are led by Service Directors, and within there are Heads of Service who oversee sub-services or teams. The senior managers although aligned to one of five Directorates work across the Council on many initiatives and outcomes that are detailed in the Council's Business Plan.

As a member of the Business Support and Administration Team, Executive Assistants are assigned to a Service to support the Service Director and or Heads of Service(s). Working in collaboration with the team the position holder will support and cover team members. Cornwall Council has a diverse range of services it provides. Therefore, it is paramount that the role holder gains knowledge about the service area they are assigned.

With a good knowledge and understanding of the operation of the Council and awareness of the political sensitives of this working environment, Executive Assistants will provide an efficient and professional support service that is high quality.

The role is pivotal in working with the Service to help drive performance and improvement, and support managers on successfully delivering the outcomes as outlined in the Council Business Plan and Service Plan(s) where these are in place. The post holder will be undertaking tasks and processes that are specialist to the Service supported.

The role requires a high level of competence, self-reliance and initiative to anticipate, progress and complete tasks within the area of responsibility. The role is critical in developing and maintaining positive working relationships with senior managers and others across the Directorates and external agencies.

The post holder will be confident in decision making and problem solving, as well as organising and facilitating actions required.

## Dimensions

<b>Annual financial accountability</b>
<p>Depending on the area of the Council the post is assigned to the post holder may:</p> <ul style="list-style-type: none"> <li>• Hold a corporate purchasing card with a limit of £2000. This limit can vary depending on requirement of the Service.</li> <li>• Trained to Advanced Requisitioner status on the Council's Oracle system.</li> </ul>
<b>Management accountability</b>
None
<p>Nature of management</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Number of staff managed</p> <ul style="list-style-type: none"> <li>• None</li> </ul>

## Accountabilities

*Cornwall Council is a dynamic organisation, and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process*

<p>In relation to the assigned Service and Senior Manager(s)</p> <ul style="list-style-type: none"> <li>• Act as key point of contact for the Service; dealing directly with Councillors (members), external stakeholders, external partners and agencies, residents and service users, and colleagues (officers) from across the whole organisation.</li> <li>• To maintain confidentiality and diplomacy in dealing with sensitive issues on behalf of your Service Director and or Head of Service(s); to be aware of the importance (and implications) of handling such matters discreetly. It is recognised that certain Services may work with extremely sensitive and confidential data within their day to day working and systems.</li> <li>• Support Service initiatives that your senior manager may lead on behalf of Cornwall Council; this can include a diverse range of topics including but not exclusively limited to e.g., Safeguarding, Out of Hours Rota, Multi-agency initiatives.</li> <li>• Put in place the relevant support required; Depending on the level of contact or enquiry quickly identify the best action and act upon.</li> <li>• Schedule and arrange travel and accommodation when needed; taking into consideration options that meet the Council's agenda for Climate Change.</li> </ul>
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- Diary management; Organise and schedule all types of meetings for the Service Director and or Head Service(s); whether informal or formal and ensure they are supported to the level as required by the agreed meetings framework standard.
- Inbox management; Organise the Service Director and or Head of Service(s) incoming mail and requests; this may be via any Microsoft Application or System, ensuring all correspondence and matters are dealt with effectively, efficiently and are within relevant timescales and deadlines.
- Support the development and delivery of Service or Team communications, through organisation of briefings and production of newsletters and other communications.
- Support to Service or Team Related events; co-ordination and scheduling all aspects of the event which can include internal or external events.
- Support to Service consultations, including inspections., regulatory bodies and peer reviews to drive improvement and ratings.
- Coordination and support to the allocated Service Leadership Team (SLT) meeting, and or Service Management Team (SMT) meeting; ensuring forward planning of agendas and where agreed administration of meetings and ensuring actions are captured.
- Supporting the democratic functions of the Council to make good decisions: act as committee liaison ensuring Service's Report Author's are clear of their responsibilities and facilitating timely clearance of reports by relevant officers i.e., Finance, Legal, and relevant Senior Manager(s).
- Administration and support to any Boards, Groups or Panels as requested by your Service or Team Leader in accordance with the meetings framework standard; this will include preparation, collation of documents, taking full minutes or actions and ensuring timely action following the meeting. Meeting types may vary depending on the Service supported.
- Implementation of processes for Purchasing activities for your allocated Service and Directorate; adhere with the Payment Card regulations and hold Advanced Requisitioners status.
- To manage the filing and storage of all electronic and paper documents for your assigned Service Director and or Head of Service(s); ensuring records are stored to agreed Information Governance Standards.
- To provide project support and administration; this could be a project within the wider Customer and Business Operations (CBO) Service, the Business Support and Administration Team, the Service you are allocated to or to a Corporate project.

In relation to the Customer and Business Support (CBO) Service:

- Work as part of a multi-skilled CBO Service to deliver a range of significant council professions efficiently and effectively, providing a fast, high quality and continuously improving service.
- Whilst the post holder will spend the majority of time working in one particular area of the CBO Service on occasions there might be opportunities for the post holder to gain experience in other areas of the CBO either on a voluntary basis or at request in order to assist with other service priorities usually within the same CBO job family.
- Contribute to the development of the CBO Team Charter; through engagement and active participation with your team and across the Service.
- Contribute to Service Training and Development Plans for the team.
- Contribute towards, promote and motivate excellent working relationships; within the Executive Support Teams and the various departments (both internal and external) it interacts with whether that is working remotely or face to face in a Council office.
- To be responsible for self-development; to undertake training as appropriate to the nature of the post and have a willingness to share new skills with colleagues.
- Show a willingness to become a champion for systems, agendas or programmes.

You may be required to undertake other duties commensurate to your grading within this role.

## Corporate accountabilities

### **Information security and governance**

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

### **Safeguarding**

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

### **Equality & Diversity**

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

### **Customer Experience**

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

**Health, Safety and Wellbeing**

Proactively manage health and safety risks and lead on the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and lead on compliance with council policy and procedures.

**Competencies and other requirements**

*We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed.*

*Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes*

<b>Behaviours</b>	<b>Recruitment and selection</b>
<p><b>Working together</b></p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> <li>• You deliver exceptional customer service – you understand and are attentive to the needs of your customers</li> <li>• You listen to the views of others and seek them out</li> <li>• You support and show consideration for others</li> <li>• You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others</li> <li>• You are committed to the protection and safeguarding of children, young people and vulnerable adults</li> <li>• You share information and expertise with others</li> <li>• You are honest, you respect, and you build relationships of trust</li> <li>• You share your achievements and acknowledge the achievements of others</li> </ul>	<b>Interview</b>
<p><b>Resourceful</b></p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> <li>• You plan and organise your work and manage your time effectively</li> <li>• You gather relevant information, analyse it and make timely informed decisions in the course of your work</li> <li>• You are flexible and adaptable</li> <li>• You respond constructively to change</li> <li>• You demonstrate financial awareness relevant to the job you do</li> </ul>	<b>Application</b>

<ul style="list-style-type: none"> <li>You use your initiative and are creative in problem solving</li> <li>You deliver results and demonstrate commitment to serving customers</li> </ul>	
<p><b>Personal responsibility</b></p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> <li>You are trustworthy and reliable</li> <li>You pay attention to your own health, safety and wellbeing and that of others</li> <li>You acknowledge errors, report them as appropriate and play your part in addressing them</li> <li>You appropriately challenge unhelpful behaviour</li> <li>You seek feedback and review your own contribution</li> <li>You are open to change and improvement</li> <li>You take responsibility for your development</li> <li>You are enthusiastic about and take pride in your work</li> <li>You act as an ambassador for the Council to our customers</li> </ul>	<p><b>Interview</b></p>

<b>Knowledge, skills &amp; experience</b>	<b>Recruitment and selection</b>
<p>“A Level” education standard or equivalent knowledge and experience with a clear understanding of the areas of work related to this post, including GCSE English and Maths</p>	<p><b>Application</b></p>
<p>Competent and experienced in the use of Microsoft Office (including Outlook, Word and PowerPoint).</p>	<p><b>Application</b></p>
<p>Experience in a Business Support and Administration type of role, preferably with experience of providing direct support to a manager.</p>	<p><b>Application</b></p>
<p>Strong understanding of diary management, ability to prioritise requests, solve problems with creative thinking and good negotiations skills, maintain security and confidentiality.</p>	<p><b>Application &amp; Interview</b></p>
<p>Excellent organisational skills and ability to prioritise demanding work schedule. Must be able to meet deadlines in a fast-paced quickly changing environment</p>	<p><b>Application &amp; Interview</b></p>
<p>Knowledge and skills to undertake sole responsibility for the booking and evaluation of travel and accommodation for senior officers/members, considering budget requirements</p>	<p><b>Application</b></p>

and best value, providing detailed itineraries and anticipating/dealing with any problems that may arise	
Ability and experience of working efficiently under pressure	<b>Application &amp; Interview</b>
Sufficient knowledge and skills to take responsibility for managing emails, mailboxes and contact lists, ensuring all correspondence is processed and responded to appropriately, highlighting critical issues, and ensuring efficient filing and housekeeping.	<b>Application</b>
Excellent interpersonal skills, ability to deal confidently with all levels of the organisation and members of the community	<b>Interview</b>
Knowledge and skills to take sole responsibility for the organisation of meetings and event management including the identification and evaluation of venues and co-ordination of booking arrangements, invitations, equipment, preparation of agendas, minute taking, etc.	<b>Application</b>
Ability to handle sensitive issues, be highly skilled in diplomacy and stay calm under pressure. Confident and sympathetic telephone manner, particularly with difficult or aggressive callers	<b>Application</b>

<b>Other requirements</b>	<b>Recruitment and selection</b>
This position is subject to a criminal records disclosure check	<b>YES (if applicable to Service Supported)</b>
This is a politically restricted position	<b>NO</b>