

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Executive Support Manager	Grade: PO2
Reports to: Chief Executive's Office Manager	Grade: PO5
Directorate: Chief Executive	Section: Comms & Engagement

Main Purpose of the job:

Provide efficient, modern and appropriate administrative support to the Council's Senior Leadership Team, through direct support to an Executive Director and through line management of two Executive Support Officers.

Act as trusted a partner and adviser to an Executive Director, supporting them to make well-informed operational and policy decisions.

Drive forward and champion the priorities and policy objectives of the Directorate, both within the Directorate and across the organisation.

Develop strong relationships with senior officers and colleagues across the Council, working strategically to ensure Executive Directors are fully briefed, organised and equipped for day-to-day management of the organisation.

Work collaboratively with colleagues across the Chief Executive's division; internal communications, policy, strategic transformation to support the Senior Leadership Team to model best practice and be ambassadors for culture change.

Support the smooth operation of the Directorate, utilising strong understanding of directorate priorities to forward plan agendas, ensure key actions are followed up, synthesise and understand complex information relating the business of the directorate.

Coordinate and oversee key corporate activity within the Directorate, taking responsibility for the implementation of efficient, organised and user friendly processes that are aligned with the wider organisation.

Summary of Responsibilities and Personal Duties:

As a Lewisham Team Leader you will:

1. Adapt the planned delivery of services to ensure changing community and customer needs.
2. Monitor and review service outcomes ensuring effective delivery of personal and team objectives.

3. Ensure the continuous improvement in services using creative and informative inventions as well as effective performance and quality management.
4. Plan, deploy and co-ordinate people resources to meet changing operational needs.
5. Ensure services meet statutory and identified organisational standards and regulations.
6. Ensure an understanding of the impact of your service on other functions.

As an Executive Support Manager you will:

1. Manage a team of two Executive Support Officers who support the Executive Director's Directorate, providing direct support to Directors.
2. Draft reports, briefings, communications materials (for staff, Councillors, partners and residents as required) and other documents to a high quality standard.
3. Routinely carry out research, obtain information and prepare briefings for, and on behalf of, the Executive Director, or other appropriate officers.
4. Lead and participate in multi-disciplinary projects as required and provide regular feedback on progress.
5. Proactively maintain a strong awareness and understanding of matters, priorities and key issues affecting the Directorate and its services.
6. Attend a range of meetings for and on behalf of the Executive Director, taking notes and reporting back as necessary.
7. Maintain diary and plan workloads the Executive Director, liaising with other Support Managers and Officers to ensure proper co-ordination across the directorate and the Council.
8. Set up and manage an effective forward planning system to support the Executive Director manage their directorate.
9. Manage the co-ordination of cross-directorate information. To assist in the programming of reports to committee, ensuring timescales are adhered to.
10. Service meetings chaired by the Executive Director through the preparation and dispatch of papers, producing a record of actions and ensuring appropriate follow up action.
11. Lead on the processing and drafting of Council questions, freedom of information requests, complaints, casework and members enquiries.
12. React effectively and in a timely manner to the varying demands and deadlines set/requested by Directors and by prioritising own workload.
13. Work flexibly and provide cover for colleagues within the team and for Executive Support Managers as required.
14. Participate in the development of team priorities and objectives.

15. Develop and update procedures within own work area as required to comply with changing needs.
16. Work tactfully and professionally with both internal and external contacts at all levels including the Mayor, elected members, the Chief Executive, senior managers and officers within the Council and in other external organisations, MPs, Trade Union officials, public sector partners and community representatives.

Internal Contacts: These include Members, Chief Executive, Executive Directors, Directors other Senior Managers and all staff across the organisation

External Contacts: This will include other relevant Public Sector Organisations, e.g. Local Trusts, CCG, other Local Authorities Government Departments, for example the Home Office, DfE, DWP, Cabinet Office, MHCLG, Voluntary Sector Organisations, regional bodies such as London Councils and the Greater London Assembly.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title: Executive Support Officer

Grade: SO1

No of posts: 2

PERSON SPECIFICATION

Designation: Executive Support Manager	Grade: PO2
Reports to: Chief Executive's Office Manager	Grade: PO5
Directorate: Chief Executive	Section: Comms & Engagement

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

Good understanding of the role and functions of local government and the key issues local government, particularly in an inner London context **S**

Understanding of the legal and financial framework within which local government operates, and of its role within the local community

Awareness of quality and major service issues facing the Council.

Of the impact of major legislative change on local authority political and organisational structures as well as services and functions

Understanding the importance of confidentiality and sensitivity with regard to aspects of the Executive Director's role. **S**

Aptitude

To work on own initiative, under pressure and manage sensitive situations and conflict **S**

To undertake research and prepare reports for consideration by key decision makers with minimal supervision

To work in partnership within the Council and with a range of external agencies and organisations

- To work flexibly and in innovative ways **S**
- To work to priorities and to meet deadlines and timetables
- To deal with confidential issues discretely and tactfully
- To establish effective support networks within Members, officers and partners

Skills

- Excellent management organisational skills **S**
- Skills to write good quality reports, briefings, minutes and communications materials at short notice and with minimal supervision **S**
- To communicate effectively with a wide range of audiences, in writing and in person
- Good range of IT skills

Experience

- Of managing a heavy workload and competing priorities in order to meet tight deadlines **S**
- Of undertaking research and preparing policy advice and reports on a range of complex and sensitive issues **S**
- Working and communicating with senior officers, elected Members and key partner organisations in often sensitive situations, or, communicating at a senior level in similar organisations **S**
- Compiling information from a number of sources, undertaking research, analysis, and preparing reports and briefings based on findings.
- Working, with senior managers to progress action to deliver policy objectives.
- Of arranging, attending and minuting meetings
- Facilitating effective communication and on-going dialogue between different people, audiences and organisations

General Education

Equality & Diversity

- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**
- Understanding of how equality and diversity relates to this post **S**

Personal Qualities

- Able to remain calm when working under pressure with a high workload.

Positive attitude to solving complex problems.

Flexible and collaborate, working with others to achieve desired outcomes.

Circumstances

Able to work outside standard working hours as required.

Able to meet the Council's requirements for the post.

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post