Job Description

Job Title:	Executive Assistant		
Reports to:	Executive Support Manager		
Directly accountable for:	None		
Reporting Department:	Finance and Resources	**Grade:**	SO2
Department:	Cross Council	**Driving required:**	No
DBS Status:	No	**Politically restricted:**	No

Job Purpose:

1. To support the day-to-day work of the Directors to enable them to meet their objectives and to fulfil their role.
2. To provide a professional, confidential and comprehensive support service to the Directorate Leadership Team.
3. To develop an appropriate understanding of the Directors' business function to provide value added support and created the optimum environment for high-level Executive performance.

Brent Values

- Collaborate proactively.
- Lead inclusively.
- Embrace change.
- Be bold and curious.
- Celebrate and share our success.

Job specific roles and responsibilities

1. Effectively manage the work schedule, workload and brought forward system in consultation with the Director and regularly inform them of appointments, actions and deadlines.
2. Manage and co-ordinate the Director's diary ensuring efficient use of the Director's time; arrange appointments and organise meetings and events, taking responsibility for venue and background papers and any follow up actions.
3. Manage mail/electronic mail invitations addressed to the Director and respond to items on own initiative where appropriate or delegate/escalate items for response to other Leadership team members (Directors and Heads of Service).
4. Ensuring the Director's office is run with a high degree of diplomacy and confidentiality at all times ensuring effective communication between Directorates.
5. Maintaining professional communications with internal and external customers by taking responsibility for all post/telephone queries and handling them as appropriate.

Evaluated April 2024; Last reviewed June 2026.

6. Undertake administrative / support services for the Director's including preparation of PowerPoint presentations, preparation of meeting agendas, minute taking, and creating and maintaining e-filing for key meetings and projects.

7. Assist with the research and preparation of committee papers, liaising with Committee Services to ensure all deadlines are adhered to.

8. Collating information as required for reports and preparing drafts in advance for the Director to review to meet deadlines.

9. Compile reports, briefing documents and information for the Director's related to national and local initiatives/developments that affect the department's services.

10. Reconciling and allocating payments correctly in line with council policy

11. Responsible for establishing collaborative working relationships within the Executive Support Team and others across the council.

12. Support the Director and Directorate Leadership Team on departmental change initiatives.

13. Support managerial oversight of escalated contact in the service including complaints, Freedom of Information requests, Member Enquiries, and Subject Access Requests

14. Respond to queries, complaints and information requests from residents, working in conjunction with the Senior Executive Assistant.

15. Work collaboratively and flexibly with colleagues across the directorate and externally, including covering for other EAs where required, to provide a seamless service to the Directors.

16. Work as part of a group of EAs across the council overseen by the Chief Executive's Office Manager, to ensure there is consistency in practice, workloads and expectations and to join networking sessions.

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

We are committed to an inclusive workplace where everyone is treated with dignity, respect, and fairness. All employees are expected to promote equality, diversity, and inclusion, and candidates may be assessed on their ability to contribute to an inclusive working environment.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements

Knowledge (please specify all essential criteria):

1. Advanced knowledge of standard Office packages e.g. Word, PowerPoint, and Excel
2. Knowledge of key office/administrative processes and packages and their application in a busy organisation
3. Excellent knowledge and understanding of good practice in office administration including diary management and co-ordination of events and demands on

senior leaders' time
4. Knowledge of key management processes and good practice in leading and supporting the work of others

Experience (please specify all essential criteria):

5. Experience of working in a support role within a complex organisation.
6. A proven record of accomplishment of operating effectively within a team of support professionals.
7. Experience of following and adapting administrative processes.
8. Demonstrable experience of acquiring expertise of a business function to facilitate the taking of business support decisions on behalf of Corporate Directors (e.g. meeting priorities and advising whom to see).
9. Experience of working in an information sensitive environment.
10. Experience of producing complex reports or information to tight deadlines.
11. Evidence of success in building and forming working relationships and working flexibly across professional and operational boundaries

Skills and abilities (please specify all essential criteria):

12. Excellent organisation, time management, planning and prioritisation skills.
13. Ability to supervise the work of others and manage competing demands.
14. Excellent relationship building skills with a record of accomplishment of having built internal and external networks and development of excellent partnership working.
15. A solution-focused approach to problem solving.
16. A high level of expertise and proficiency in MS office and the ability to effectively use on-line HR and accounting systems.
17. Effective communication skills and a high level of active listening skills.
18. High attention to detail.
19. Outstanding internal and external customer service skills and the ability to link potential tasks back to the impact these might make on the Council.
20. Strong multi-tasking skills and ability to work as a team.
21. Excellent influencing skills across all organisational levels.
22. Ability to manage projects and monitor project implementation.
23. Ability to see the "bigger picture" and to understand the administrative tasks required to achieve this.
24. High standard of proven administrative skills and the ability to develop new systems and processes.
25. Well-developed interpersonal and written communication skills, including the ability to communicate with a wide range of senior staff and Members, and to produce clear and concise briefing papers and meeting agendas and minutes.
26. A comprehensive awareness of the complexities and sensitivities of working in a political environment.

Budget Responsibility: None
Overall Headcount: None

Within reason these key deliverables may evolve to meet service needs, and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council-wide needs