

## Job Description

<b>Job Title:</b> Executive Assistant	<b>Service Area: Corporate and Business Support</b>
<b>Corporate/Section:</b> Corporate and Business Support	<b>Job Evaluation Number: JE 7742</b>
<b>Grade: PO1</b>	<b>Date last updated: Jan 2026</b>

### **Building a Fairer Newham**

We are committed to investing in our people and our borough to make it the best place to live. We are addressing poverty and inequality, tackling the housing crisis, health inequality and food insecurity. Our commitment starts within the workplace where we strive to ensure the Building a Fairer Newham Corporate Delivery Plan is our number one priority to deliver better and fairer outcomes for our residents

### **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

### **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees as far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

### **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Overall Purpose of Job**

To provide efficient, effective, and professional support, CEO, Corporate Directors or Directors as required.

To have oversight of the administrative processes necessary for Corporate Leadership Board Meetings, Cabinet Meetings and other key senior leadership meetings which fall within the remit of the Chief Executive, Corporate Directors or Directors.

Support with the preparation of agendas and collating of key documents for Cabinet Accountability Meetings, and other high-profile meetings, ensuring these are shared on a timely basis.

Support in the triaging and day to day running of the diary and inbox, as required.

To be part of the Chief Executive's Office providing executive administrative and flexible support to members of the Corporate Leadership or Directors, as well as overseeing continuous cover and delivering against consistent performance standards.

To provide effective communications and liaison between relevant Directorates, within the Chief Executive's Office, including the Mayor, Chief Executive, Members, external bodies, Members of Parliament, Government Departments, partners, and other stakeholders.

To maintain good relationships within the Chief Executive's Office and with Members and other officers within the Council, stakeholders, and partnership bodies to support the Chief Executive's Office.

### **Job Context**

1. The post holder reports into the Chief Executive's Office.
2. The post holder has responsibility for supporting members of the Corporate Leadership Board or Directors.
3. The post holder has no direct budget or staff management responsibility.

### **Key Tasks and Accountabilities**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks. Employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To provide professional high level administrative support to the Corporate Leadership Board or Directorate Management Team (and their directorates as required).
2. To ensure that a complex schedule and electronic diary is maintained accurately, making informed judgements based on an understanding of competing demands, and prioritising appointments appropriately.
3. To arrange meetings including the co-ordination of diaries, circulation of agendas/papers, accommodation bookings, refreshments and taking action notes.

4. To organise, bring forward and prepare papers and other documents for meetings.
5. To personally support Corporate Directors or Directors to assess the urgency of situations and effectively prioritise work, including helping to manage through an action log or similar mechanism for monitoring key tasks.
6. To screen personal and telephone callers, redirecting calls as appropriate, taking messages, and dealing with queries where possible. Log and track calls when required.
7. To deal with a range of stakeholders on behalf of the Corporate Directors or Directors in a professional and courteous manner, including dealing effectively with Councillors, MPs and other senior managers.
8. To maintain and develop office management and admin systems including electronic filing, archiving arrangements, retrieving documents.
9. To book conferences ensure transport and accommodation arrangements have been confirmed.
10. To maintain high levels of sensitivity in relation to personal and sensitive issues.
11. To prepare confidential and sensitive correspondence, reports, statistical data including cabinet and committee reports and other documentation using word processing, electronic mail, desk-top publishing, spreadsheets, and computerised database systems.
12. To draft a range of correspondence on behalf of the Corporate Directors or Directors, including letters and statistical data. This may involve undertaking enquiries through web-based media or other means.
13. To monitor casework/correspondence for the service area on behalf of the Corporate Director or Directors including MPs, Members, residents, and other stakeholders.
14. Ensure deadlines and quality checks are adhered to, as well as any Freedom of Information Requests, including liaison with other Directorates, Members and officers as necessary to ensure matters are resolved quickly and effectively.
15. To prepare electronic presentations and other presentations material.
16. To maintain close contact with Members, managers, other Heads of Service/Corporate Directors/ Directors, providing advice as to matters in hand, appointments and disseminating information.

17. To provide, in conjunction with other Executive Assistants within the Chief Executive's Office, cover during business hours and to have a flexible approach to working hours to ensure business needs are met.
18. To monitor the provision and progress of various documents, and other information in accordance with agreed timescales.
19. To monitor and progress the approval and coding of invoices as well as monitor and provide data on actual spend.
20. To participate in the development of quality standards and quality assurance systems and procedures in their implementation and audit.
21. To undertake specific tasks and projects directed by the line manager or Head of Office.
22. Collating sensitive information for the Corporate Directors or Directors and support with system administration relating (but not exclusively) to Appraisal scores, sickness and holidays for the Corporate Directors or Directors and their direct reports.
23. To help promote the Council's image and reputation by ensuring that the Chief Executive's Office provides a professional, and effective service.
24. To be a team player, with the ability to work independently, have flexibility and the ability to use own initiative.
25. To liaise with team members to keep a log of key actions supporting the office and in ensuring they are actioned by relevant service directorate leads and Cabinet Members.

## Person Specification

<b>Job Title:</b>  Executive Assistant	<b>Service Area:</b>
<b>Corporate/Section:</b>	<b>Job Evaluation Number:</b>
<b>Grade: Recommended PO1</b>	<b>Date last updated: Jan 2026</b>

### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<b>EQUALITY AND DIVERSITY</b>	
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
<b>PROTECTING OUR STAFF AND SERVICES</b>	
Adherence to Health and Safety requirements and proper risk management is required from all employees as far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	

<p><b>KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the role of providing executive support and the types of support a senior manager might expect</li> <li>• Detailed working knowledge of Microsoft office package including Word, Excel, Power Point and use of internet</li> <li>• Knowledge of customer care</li> </ul>	<p>Application Form/Interview</p> <p>Application Form/Test</p> <p>Application Form</p>
<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• Appropriate administrative qualification or equivalent level of attainment which may be work- based rather than academic</li> </ul>	<p>Application Form</p>

<p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>• Experience of creating, developing, and implementing office systems and procedures</li> <li>• Detailed experience of using Microsoft office packages</li> <li>• Experience of dealing effectively with customers face to face and on the telephone</li> <li>• Experience of organising meetings including agenda management and taking action notes.</li> <li>• Experience of maintaining complex diaries</li> <li>• Experience of managing senior level meetings and contributing effectively to their running and delivery of priorities.</li> </ul>	<p>Application Form</p> <p>Application Form</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form / Test</p> <p>Application Form</p>
<p><b>SKILLS AND ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Good written and verbal communication skills (including spelling, grammar, punctuation, and numeracy)</li> <li>• Ability to communicate with a variety of people at various levels</li> <li>• Ability to work effectively as part of a team</li> <li>• Ability to work on own initiative and manage a significant and varied workload with competing demands</li> <li>• Ability to prepare reports and documents e.g. presentations from text</li> </ul>	<p>Application Form/Test</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Test</p>

<ul style="list-style-type: none"> <li>• Excellent IT skills</li> <li>• High level support skills to senior officers and Members</li> <li>• Highly organised</li> <li>• Attention to detail</li> <li>• Ability to develop and maintain good, productive working relations with Members, managers, and staff in a highly customer focussed environment</li> <li>• Ability to manage and lead a team</li> </ul>	<p>Test</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
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<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate a professional approach and commitment to customer service</li> <li>• Flexible, pro-active, and responsive approach to work</li> <li>• Able to maintain confidentiality and sensitivity in all circumstances</li> <li>• Ability to deal effectively with performance management issues and motivate colleagues.</li> <li>• Ability to influence and deal confidently with senior managers and other internal/external stakeholders.</li> <li>• Good organisational skills with an eye for detail</li> <li>• Highly developed persuasive communication skills to act with sensitivity and tact, to inform, advise and persuade, and have the confidence and ability to deal with a wide range of people and situations, both verbally and in writing, including in relation to highly confidential and sensitive material</li> </ul>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview/Test</p> <p>Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Interview</p>
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