

## Job Description

<b>Job Title:</b> Executive Assistant to Mayor	<b>Service Area:</b> Mayor's Office	
<b>Directorate:</b> Resources	<b>Post Number:</b> 10024495	<b>Evaluation Number:</b> 7146
<b>Grade:</b> GLPC- PO3	<b>Date last updated:</b> August 2023	
<p><b>Building a Fairer Newham</b></p> <p>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</p> <p><b>Equality and diversity</b></p> <p>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.</p> <p><b>Protecting our staff and services</b></p> <p>Adherence to health and safety requirements and proper risk management is required from all employees in so 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> <p><b>Corporate parent</b></p> <p>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.</p>		

### Overall Purpose of Job

The Executive Assistant to the Mayor is a vital role within the council supporting the Mayor so that she can undertake her executive and civic functions effectively. The role will involve:

- Working with minimal supervision to provide an excellent diary management and executive PA support service to the Mayor.
- Supporting the Head of Mayor Office to provide an excellent office and administration function to the Mayor.
- Maintaining good relationships with the Chief Executive, Members, Corporate Directors, Strategic Adviser and their team members, officers within the Council, stakeholders and partnership bodies to support the Mayor.

- Strong interface with the Head of Mayor's Office and Strategic Adviser and team colleagues to ensure effective and efficient communications and support for the Mayor's Office, where appropriate

### **Job Context**

- The post holder reports to the Head of Mayor's Office.
- The post holder will be enthusiastic, committed and keen to make a difference to the lives of Newham residents
- Be politically astute and understand the appropriate connections between elected politicians and officials;
- Have an appreciation of the mayoral model and the importance of governing with the highest ethical standards;
- The postholder does not have line management responsibilities.
- The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the Council with residents, the Mayor and elected Members, and external bodies.

### **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 that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.*

1. To be responsible for maintaining a complex schedule and electronic diary accurately, making informed judgements based on understanding competing demands, and prioritising appointments appropriately. To include:
  - Organising meetings and inviting appropriate attendees.
  - Responding to meeting requests for the Mayor and liaising with officers of the council and members of external organisations over meeting, visit and event arrangements.
  - Commissioning briefings for the Mayor and chasing as needed.
  - Making travel and accommodation arrangements as required.
  - Making any special arrangements for meetings or events as required such as booking photographer.
  - Booking meeting rooms and refreshments as required.
  - Overall responsibility for collating and replying to invitations appropriately and in a timely manner, seeking advice from the Mayor, Senior Cabinet Officer and other Council Officers as needed.
  - Overall responsibility for arranging, providing papers and agenda for and following up from the weekly Mayor's Diary Management meeting.

- Providing welcome and hospitality for all visitors, internal and external, for the Mayor.
  - Ensuring all information is recorded in the diary and is easily accessible to the Mayor and colleagues within the Mayor's Office as needed.
  - Ensuring gifts and hospitality are recorded and declared in a timely manner.
2. To provide a telephone answering service on behalf of the Mayor dealing with a wide range of calls from residents to high profile VIPs and to provide a professional and knowledgeable service to all telephone callers, ensuring that the reputation of the Mayor and the Council is maintained at a high level.
  3. To assist the Mayor in ensuring she is fully prepared and briefed for meetings, including the collation of briefing materials, reports and any other documentation required ensuring that the content is relevant and accurate and style and layout is appropriate. To manage a bring forward filing system to ensure the Mayor and the Mayor's Office can work effectively.
  4. To help promote the Council's image and reputation by ensuring that the Mayor's office provides a professional, courteous and responsive service at all times.
  5. To have the ability to function in a highly pressured environment, with competing demands and a significant workload, with the ability to prioritise and ensure a professional and high level of service to the Mayor is maintained at all times.
  6. To build, develop and maintain good working relationships with very senior people in a wide variety of organisations and to be able to deal with sensitive and difficult matters.
  7. To work with the rest of the Mayor's Office to provide an excellent "private office" service to the Mayor and taking on service management tasks as needed.
  8. To manage incoming and outgoing invitations, managing a timely and effective service which promotes the reputation of the Council as efficient and responsive to residents' and partners' needs.
  9. To demonstrate tact and diplomacy when dealing with people at all levels
  10. To implement and maintain electronic and other systems and databases to maximise effectiveness.
  11. To work independently with the ability to use own initiative and work flexibly.

# Personal Specification



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<b>Directorate:</b> Resources	<b>Post Number:</b> TBC	<b>Evaluation Number:</b> 7146
<b>Grade:</b> GLPC-PO3	<b>Date last updated:</b> August 2023	

## 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.

## 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 in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

<b>CRITERIA- Essential</b>	<b>METHOD OF ASSESSMENT</b>
<b>KNOWLEDGE:</b> <ul style="list-style-type: none"><li>• Strong knowledge and understanding of local government including the directly elected mayoral model</li><li>• Awareness of equal opportunities, customer care and quality standards</li><li>• Awareness of quality and major service issues facing the Council</li></ul>	Application/ Interview

<ul style="list-style-type: none"> <li>• Knowledge of the issues facing local government, together with the legal, financial and political context of public sector management</li> <li>• Knowledge and experience of Outlook and Microsoft Office suite</li> </ul>	
<b>EDUCATION/QUALIFICATIONS</b>  Educated to A level or has equivalent work experience.	Application and Interview
<b>EXPERIENCE:</b> <ul style="list-style-type: none"> <li>• Experience of operating in a busy, demanding and pressurised environment</li> <li>• Experience of dealing with a busy and complex diary</li> <li>• Experience of working with members/MPs/ministers/senior local government officers</li> <li>• Experience of handling confidential information sensitively</li> <li>• Experience of dealing with residents in a front-facing manner and of negotiating satisfactory resolutions to difficult problems</li> </ul>	Application and Interview
<b>SKILLS AND ABILITIES:</b> <ul style="list-style-type: none"> <li>• Persuasive written and verbal communication skills, able 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.</li> <li>• Able to work in a confidential environment, using a high level of discretion.</li> <li>• First-class organisational skills with a good eye for detail</li> <li>• Ability to work on own initiative, prioritise own work and manage a significant and varied workload, often with competing demands</li> <li>• Ability to deal diplomatically with difficult situations and individuals</li> <li>• Ability to apply a logical and practical approach to problem-solving and to deal with problems constructively and effectively.</li> <li>• Broad range of ICT and digital skills.</li> </ul>	Application /Interview

<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Good interpersonal skills; able to demonstrate tact and diplomacy when dealing with people at all levels</li> <li>• Flexible, pro-active and responsive approach to work</li> <li>• Displays resilience, skills and reliability under pressure</li> <li>• Outgoing, professional manner, and able to work to a high standard to very tight deadlines.</li> <li>• Demonstrates confidence and assertiveness as necessary</li> <li>• Ability to interact confidently with elected members, senior managers, and senior officers from other organisations</li> </ul> <p>Ability to demonstrate, understanding and apply our HEART values. These are embedded in all roles and that applicants must evidence their values as part of the application process:</p> <ul style="list-style-type: none"> <li>• Honesty</li> <li>• Equality</li> <li>• Ambition</li> <li>• Respect</li> <li>• Together</li> </ul>	<p>Application /Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>None</p>	