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|                                |  | <b>JOB DESCRIPTION</b>   |                          | <b>Form<br/>JD1</b> |
| <b>JOB TITLE:</b> Executive Support Assistant to Assistant Directors and City of York Safeguarding Adults Board |  |  | <b>POST NUMBER:</b>      |                     |
| <b>REPORTS TO</b> (Job Title):  |  |  | Head of Business Support |                     |
| <b>DEPARTMENT:</b> Business Support   |  |  | <b>GRADE:</b> 6          |                     |
| <b>JE REF:</b>  |  | 3873<br>B01142   | <b>PANEL<br/>DATE:</b>   | 03/10/2017          |
| <b>1.</b>   | <b>MAIN PURPOSE OF JOB</b>   |  |                          |                     |
|   | <p>To provide confidential, and direct support to the Assistant Directors and City of York Safeguarding Adults Board</p> <p>On behalf of the Assistant Directors and Board Chair to act as a central point of contact for elected Members, Board members and other Council services, staff, external organisations and members of the public (including vulnerable children and adults promoting high quality, effective policies , practices and interagency safeguarding.</p> <p>Delivering confidential and high quality administrative support to the Assistant Directors and Board Chair working closely with their Management Team, Board Members, office staff and partners in contributing to the development of various agendas including safeguarding.</p> |  |                          |                     |
| <b>2.</b>   | <b>KEY TASKS:</b>  |  |                          |                     |
|   | i  | To plan and manage the Assistant Director's and Chair's schedule and workload priorities in order to ensure that targets and objectives are met.   |                          |                     |
|   | ii   | To ensure that the Assistant Directors and Chairs are fully prepared for meetings by anticipating requirements and securing appropriate briefings and relevant information. The preparation of material for presentations. To manage and maintain the Assistant Directors' element of the Forward Plan on behalf of the Assistant Directors' Management Teams using the ModGov system. |                          |                     |
|   | iii  | To liaise with elected Members and Chief Officers on behalf of the Assistant Directors & Board Chair as required, including drafting correspondence.   |                          |                     |
|   | iv   | To act as central point of contact and liaise with internal staff and external agencies to obtain and collate information to be presented to the Assistant Directors and Board Chair.  |                          |                     |
|   | v  | To act as administrator to the Assistant Director's Management   |                          |                     |

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|  |      | Team and the Board associated sub-groups, and other groups as required. This includes maintaining a forward agenda, collating and distributing meeting papers, taking and circulating minutes and undertaking /ensuring follow up action as appropriate.   |
|  | vi   | To arrange, support and record various meetings including taking and distributing minutes, notes and other supporting papers.  |
|  | vii  | To deal personally with telephone enquiries from Members of the Council, Chief Officers, Statutory or Voluntary Agencies and members of the public (including vulnerable children and adults), without recourse to senior staff wherever possible. To exercise careful and informed judgements about the redirection to other staff / agencies enquiries from or about children / young people /adults who may be at risk. To interrogate the Council's children's and adult's client management system to inform such judgements. |
|  | viii | To arrange meetings on behalf of the Assistant Directors and Board Chair ensure that arrangements are clearly communicated and delegates receive adequate briefing, as appropriate. To arrange itineraries and accommodation for the Assistant Directors, Board Chair and visitors.  |
|  | ix   | To establish and maintain effective filing systems utilising a bring forward system and appropriate cross-referencing.<br>To provide photocopying and other administrative support as required.  |
|  | x    | To manage the sorting, logging, distribution and tracking of Assistant Directors and Board Chair mail, including the use of the member complaints and enquiry system in a timely and accurate manner.  |
|  | xi   | To handle all sensitive information and communications with the utmost integrity and confidentiality. In particular when dealing with correspondence from Members of the Council senior management or external partners  |
|  | xii  | To perform in times of cover and where required, business support functions to support the directorate and Heads of Service.   |
|  | xiii | To provide an efficient and confidential secretarial and administrative service to the Assistant Directors, Board Chair and their Management Team and sub-groups   |
|  | xiv  | To deal with personal and written enquiries/ complaints and to exercise discretion as to the Assistant Director's or Board Chair's involvement. To act as a point of contact between the Assistant Director, Board Chair and the Local Government Ombudsman or an internal complaints department as appropriate. To draft appropriate responses, as required. To type and prepare letters, reports and other forms of communication for circulation both within the Council and externally.  |
|  | xv   | To assist in the production of management information for statistical purposes and Government returns. To assist in the related copying and distribution of reports, action sheets and agendas.  |
|  | xvi  | To manage and maintain the Assistant Director's and Board Chair's element of the Forward Plan on behalf of the Assistant   |

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|           |  | Director's Management Team and the Safeguarding Board   |
|           | xvii   | To assist with work within special projects/assignments as directed by the Assistant Directors or Board Chair   |
|           | xviii  | To support budget monitoring through provision of timely and accurate information to relevant managers. To manage and monitor various budgets under the Assistant Director's or Board Chair's control.  |
|           | xix  | To undertake HR functions to assist the Assistant Directors and Board Chair and Management Team – to include meeting arrangements, liaising with HR, management, trade unions and staff for disciplinary, VR and appeal hearings, minuting of meetings and the collation and distribution of paperwork. |
|           | xx   | To manage events on behalf of the Assistant Directors and Board Chair including venue, equipment bookings, invitations and associated costs.  |
|           | Xxi  | To use knowledge and judgement in ensuring the correct route of referral is determined in response to urgent safeguarding issues  |
|           | Xxii   | To undertake Loggist responsibilities in case of incidents, emergencies and large public events   |
|           | Xxiii  | Update publically accessible web pages with documentation and information in a timely manner  |
| <b>3.</b> | <b>SUPERVISION / MANAGEMENT OF PEOPLE</b>  |   |
|           | No. reporting -  |   |
|           | Direct:  | 0      Indirect:      0   |
| <b>4.</b> | <b>CREATIVITY &amp; INNOVATION</b>   |   |
|           | <ul style="list-style-type: none"> <li>• Subject to policy and procedural guidelines, the jobholder is able to use initiative in the management of their workload to meet the varied and complex needs of the Assistant Directors or Board Chair. This can be heavily influenced on a daily basis by departmental priorities, incoming queries, and unscheduled meetings.</li> <li>• Uses initiative in proposing, designing and implementing changes to working practices and/ or processes for own and departmental administrative work area, including but not limited to identifying opportunities for efficiency improvements, removal of duplication and improved customer service.</li> <li>• Subject to minimal supervision, but within a regulated work environment, the post holder needs to use some creativity in dealing with non-routine administrative matters, when leading on projects, research and in producing PowerPoint presentations.</li> <li>• Post holder will often respond to emails, letters and queries on behalf of the Assistant Directors, Board Chair without their involvement.</li> <li>• Demonstrate a proactive and professional approach when dealing with conflict and confrontational situations, responding to incoming queries independently and in consultation with the Assistant Directors and Board Chair and providing an excellent</li> </ul> |   |

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|    | <p>representation of the Directorate, Board and Council by being professional and well informed.</p> <ul style="list-style-type: none"> <li>• The ability to form trusting and sustainable relationships with members, senior management, partners, stakeholders and an appreciation of the impact their work and that of the Assistant Directors/Board Chair has on the reputation of the council.</li> <li>• Deploying excellent influencing and negotiating skills when managing workloads and deadlines involving reports and information requests from Heads of Service, Service Managers, Partners and staff.</li> <li>• An ability to organise events catering to varying audiences under tight budget constraints whilst maintaining or enhancing the reputation of the council as a professional creating organisation.</li> <li>• Develop, deploy and manage efficient systems for follow-up and forward planning</li> <li>• Ability to deal with sensitive matters with empathy and discretion</li> </ul>   |
| 5. | <p><b>CONTACTS &amp; RELATIONSHIPS</b></p> <ul style="list-style-type: none"> <li>• The post holder reports directly, under a minimum of supervision to the Head of Business Support who holds key responsibilities for the personal development and training within this role.</li> <li>• The post holder will have a key relationship with Assistant Directors and Board Chair providing a high level of support and assistance for them including arranging appointments/ meetings, dealing with incoming correspondence (where appropriate delegating work to others on behalf of the Assistant Directors and Board Chair), obtaining and providing information, sometimes of a nature which is not straightforward and ensuring the Assistant Directors/Board Chair is well prepared to carry out their duties.</li> <li>• The post holder will also have key relationships with Directors, senior managers across the Council, Partners and regular contact with officers in all directorates and departments, as part of day to day activities – gathering or disseminating information on behalf of the Assistant Directors/Board Chair and arranging meetings/ appointments as appropriate.</li> <li>• The post holder will have key relationships with elected Members, Partners and other councillors, arranging meetings, and collating and disseminating information.</li> <li>• The post holder will be the first point of contact for the Assistant Directors/Board Chair liaising with a wide range of people including MPs, key stakeholders, external agencies, statutory and voluntary agencies, community representatives, parish councillors and members of the public, for both enquires and requests for information and handling them as appropriate.</li> <li>• The post holder will be the first point of contact for the Assistant Directors/Board Chair which will involve taking calls of a distressing and harrowing nature, which must be carefully and sensitively actioned</li> </ul> |

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|                  | <p>Regular external contact with:</p> <p>Council's key partners, agencies and businesses, members of the public, developers and legal agencies for contact with Assistant Directors'/Board Chair and other organisations as dictated by the services</p>   |
| <p><b>6.</b></p> | <p><b>DECISIONS – discretion &amp; consequences</b></p> <ul style="list-style-type: none"> <li>• To avoid putting vulnerable members of the public at risk:</li> <li>• The post holder must be able to decide when a matter referred requires an urgent response e.g. safeguarding The post holder must know how to respond robustly and in a timely manner to various issues including child and adult protection enquiries/referrals.</li> <li>• To personally handle sensitively any direct contact e.g. from vulnerable adults, looked after children or their foster carers.</li> <li>• To assess and respond appropriately to queries from members of the public including those whose family members may be in need of or requesting specialist services.</li> <li>• To personally prioritise, handle and screen enquiries from Members of the Council, Chief Officers, Statutory or Voluntary Agencies and members of the public, without recourse to senior staff wherever possible. To redirect enquiries to other agencies and/or other staff when appropriate.</li> <li>• The post holder must have the ability to deal and field with all regular enquiries, professionally and sensitively, recognising that some of these enquiries may be of a sensitive or controversial nature, and be able to provide accurate and appropriate responses within statutory, legal and policy guidelines. Getting this wrong is likely to have and adverse affect on the reputation of the Council.</li> <li>• To handle all sensitive information and communications with the utmost integrity and confidentiality.</li> <li>• Liaising with senior managers to co-ordinate efforts to ensure that objectives and tasks are completed on time (short/middle/long term plans). Organising multiple aspects of the business in accordance to Assistant Directors'/Board Chair's requirements.</li> <li>• Manage the Assistant Director's'/Board Chair's diary, using discretion when scheduling meetings and appointments as necessary, in line with changing daily priorities.</li> <li>• Provide a confidential service to the Assistant Directors'/Board Chair and to senior managers in relation to staffing/HR matters.</li> <li>• Prioritises work activities and diary management in keeping with the demands of the Assistant Directors'/Board Chair and Management Teams, taking a proactive approach with supervision. Failure to meet assigned deadlines may impact on the ability of the Assistant Directors'/Board Chair and their Management Team to fulfil their role on line with Director'/Board'/Chief Executive'/Council Leader expectations</li> </ul> |

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| 7.                 | <p><b>RESOURCES – financial &amp; equipment</b><br/>(<u>Not</u> budget, and <u>not</u> including desktop equipment.)</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;"><u>Description</u></td> <td style="width: 40%; text-align: right;"><u>Value</u></td> </tr> <tr> <td>None</td> <td></td> </tr> </table>  | <u>Description</u> | <u>Value</u> | None |  |
| <u>Description</u> | <u>Value</u>  |                    |              |      |  |
| None               |   |                    |              |      |  |
| 8.                 | <p><b>WORK ENVIRONMENT – work demands, physical demands, working conditions &amp; work context</b></p> <p><b>Work demands</b></p> <ul style="list-style-type: none"> <li>▪ Nature of working environment leads to reactive, unplanned work with conflicting demands.</li> <li>▪ Many tasks are to be prepared to a deadline. Deadlines are often at very short notice. Must prioritise own work and that of others to meet targets.</li> <li>▪ Must be flexible in working hours to meet specific needs, as required by the Assistant Director/Board Chair and agreed with Line Manager.</li> <li>▪ May be required to work out of normal office hours in relation to Loggist responsibilities</li> </ul> <p><b>Physical demands</b></p> <ul style="list-style-type: none"> <li>▪ Normal office environment, regularly works at computer.</li> </ul> <p><b>Work conditions</b></p> <ul style="list-style-type: none"> <li>▪ Normal office environment</li> </ul> <p><b>Work context</b></p> <ul style="list-style-type: none"> <li>▪ Minimum risks to personal or physical safety.</li> </ul> |                    |              |      |  |
| 9.                 | <p><b>KNOWLEDGE &amp; SKILLS</b></p> <ul style="list-style-type: none"> <li>• Good level of safeguarding awareness and an understanding of the councils adult and child protection arrangements.</li> <li>• Good understanding of the councils Corporate Parenting role and responsibilities. Good level of understanding of the multi agency environment in which the Assistant Directors and Board Chair works</li> <li>• Educated to GCSE level, including English.</li> <li>• At least 2 years' recent secretarial experienced at a senior level with a recognised secretarial qualification preferred.</li> <li>• Excellent organisational and administrative skills. Experience of organising, supporting and minuting meetings.</li> <li>• Comprehensive experience with significant experience of Word, Excel and PowerPoint</li> <li>• Good numeracy skills and the ability to produce manipulate and interpret spreadsheets and reports.</li> <li>• Able to retrieve and manipulate information from various sources including internet and intranet.</li> </ul>                    |                    |              |      |  |

- Good knowledge and understanding of the work of the Directorate, functions and procedures of local government and the political environment.
- Good knowledge of the practical challenges of working with elected members.
- Effective communicator, with ability to compose concise and clear written correspondence.
- Able to work satisfactorily under pressure and to tight deadlines.
- Able to work on own initiative, be resourceful, focused and proactive.
- Excellent interpersonal, negotiating and persuasive skills. Ability to deal with staff and external contacts with tact and diplomacy.
- Demonstrate integrity, discretion and sensitivity.
- Enable good working relationships.
- Ability to remain cool and level headed when actioning and dealing with extreme issues
- Good level of understanding of the multi agency environment in which the Assistant Directors and Board Chair work
- Ability to use influencing and negotiating skills to effectively manage workloads and deadlines
- The ability to manage competing work stream as the post holder will support more than one Assistant Director/Board Chair
- Ability to undertake training as required by the post
- A proactive approach with a focus on collaboration and team working

**10. Position of Job in Organisation Structure**

