



## Role Profile

<b>Reference Number</b>	EXC008
<b>Role Title</b>	Executive Assistant
<b>Directorate</b>	Executive
<b>Department</b>	Executive
<b>Reports to</b>	

### Role Purpose

To develop and maintain a comprehensive, efficient and effective administrative support service to Senior Executives to maximise service continuity and quality, assisting BCP Council in achieving its purpose and objectives.

### Accountabilities

- Act as the initial point of contact and gatekeeper for all telephone, email, mail and personal requests for the designated Executive, making decisions as to whether such contact would be appropriate and/or re-directing contact to relevant others.
- Respond positively to complex enquiries and complaints, resolving where possible and escalating appropriately to ensure timely and effective resolution.
- Control, track and manage all forms of communications to and from the designated Executive, drafting replies on their behalf, initiating and responding to correspondence and taking action as required and appropriate. Ensure effective communication to and from senior managers and other staff members.
- Proactively co-ordinate, manage, and maintain diaries, organise and support business meetings, conferences, and other events; ensuring appropriate facilities, hospitality, travel, and invoicing arrangements are made and processed within the prescribed financial systems.
- Prepare, collate, and distribute agendas and associated documentation in advance of meetings; attend and record meetings, produce and disseminate accurate minutes within agreed timescales.
- Maintain administrative systems associated with day-to-day office management that are in-line with BCP Council policies, making sure that these are reviewed to ensure that there are quality outputs aligned to performance targets.
- Research, collate, analyse, and interrogate information, systems and statistical data to produce planned and ad-hoc reports and management information within defined timescales and specifications.
- Monitor the Director's budget against the spend profile and report any anomalies or overspends, to support the Director in their financial management duties.
- Build and maintain relationships with relevant outside agencies, Government departments, network groups and other stakeholders to ensure a clear understanding of objectives and requirements to ensure that submissions and communications are provided in the correct format and appropriate timescales.

### Knowledge / Skills / Experience required

- NVQ Level 4 Supervision/Management qualification or equivalent.
- Experience of providing administrative support to senior Executives.
- Knowledge of BCP Council structures, governance arrangements, and reporting requirements.
- Understanding of the role of the Director, with knowledge of the Council and the Directorate's key priorities.
- Awareness of operations, services and organisational structures in directorate supported.
- Knowledge of current initiatives, policies, legislation and frameworks relevant to the service.
- Knowledge of a range of processes and procedures relating to administration and executive support.
- Knowledge of data protection and freedom of information legislation and associated BCP Council obligations.
- Advanced knowledge of IT packages including Word, Excel and PowerPoint.
- Ability to communicate diplomatically and professionally with a range of stakeholders.
- Ability to plan and prioritise workload, responding to emerging issues and challenges.
- Ability to exercise judgement and discretion to ensure stakeholder queries are resolved within timescales and defined standards.

### Dimensions of role

- The role may supervise junior business support staff.
- This role does not manage any direct budgets, but will assist with monitoring budgets.
- Planning typically takes place over weeks and months aligned to defined business plans and reporting cycles.

### Notes

Date:	01/02/2021
Working Conditions:	<ul style="list-style-type: none"> <li>• Working conditions do not have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them.</li> </ul>
Working Arrangements:	<ul style="list-style-type: none"> <li>• No specified working arrangements outside of a normal working pattern.</li> </ul>