

## London Borough of Redbridge Executive Assistant to Executive Leadership Team (ELT)

### **About Redbridge**

Redbridge is home to 311,000 residents, more than 350 local voluntary and community organisations and thousands of businesses. We are among the fastest growing parts of the country and the third most diverse London borough. Our communities are attracted by a mixture of excellent schools, relatively affordable housing compared to other parts of London, high quality open spaces and rapid transport connections into the heart of the city.

Our population is getting both younger and older - driving increased demand in both adults and children's services. A growing population has placed huge pressure on a housing stock built for a different era. The pace of change to meet these challenges is phenomenal.

Alongside our values of **Collaboration, Honesty, Excellence and Fairness**, we have an ambitious strategic delivery plan to make Redbridge a great place to live.

<b>Job Title:</b>	Executive Assistant – ELT		
<b>Accountable To:</b>	ELT Support Manager		
<b>Grade:</b>	LBR11(TBC)	<b>Salary:</b>	£45,750 - £49,056 inc. London Weighting
<b>Direct Reports:</b>	Management of 1 Directorate support officers (this will vary based on department).	<b>Total Staff &amp; Budget:</b>	This post has no direct budget responsibilities

## Role Purpose

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The Executive Assistant plays a pivotal role within the Chief Executive’s Office, reporting to the Leadership Support Manager and providing professional operational support across the Directorate. The post ensures that key business functions run efficiently and that senior leaders are supported to meet their strategic priorities.

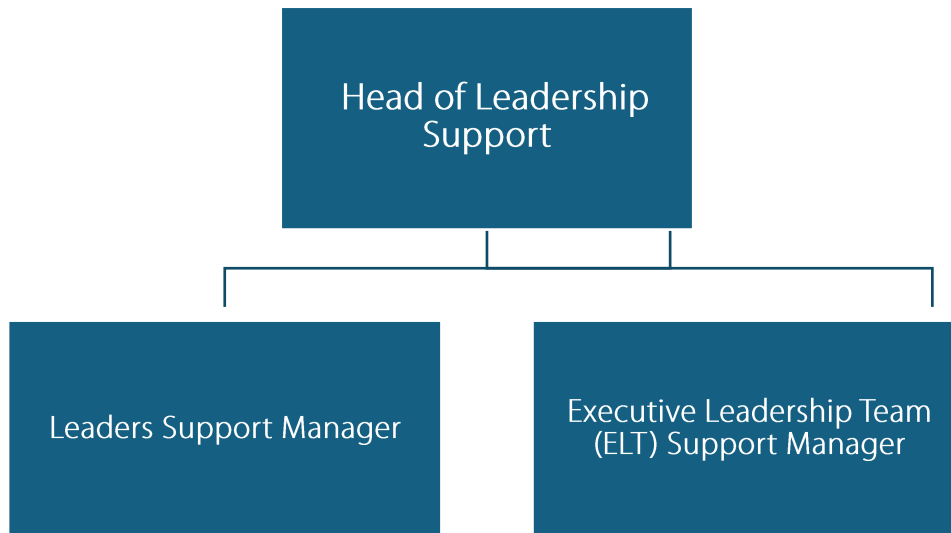
A core part of the role is delivering high-level, confidential executive assistance to the Executive Director, including proactive inbox management, diary planning, coordination of meetings, and ensuring they are fully prepared for all engagements. The role also provides day-to-day support to senior officers and may include line management of Directorate Support Officers.

The postholder represents the Directorate in corporate governance activity by coordinating, preparing and minuting keyboards, committees and internal meetings; ensuring clear decision-making processes; and maintaining oversight of statutory and corporate compliance requirements such as FOIs, SARs, complaints, Member enquiries and reporting deadlines. The role also contributes to business continuity planning, Member liaison, and financial administration including budget monitoring and procurement compliance.

In addition, the Executive Assistant supports wider organisational improvement by championing modern, consistent working practices, maintaining a high-quality Executive Suite environment, and encouraging staff development across the Directorate. The postholder is expected to maintain up-to-date skills, adopt new systems and approaches, and undertake any other duties commensurate with the role.

## Leadership Support Team Management Structure

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## Job Context

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Redbridge is a modern council delivering for its residents in the heart of London. It is a vibrant and diverse borough with exciting and ambitious plans. The Chief Executive department supports senior officers and members to shape and communicate these plans for the benefit of Redbridge and its residents. It brings together the services which support the political leadership of the council, with our communications, marketing, public affairs and policy development.

The ELT support team provides a high level, professional executive assistance and administrative support to the Executive Director. This includes triaging and monitoring of e-mails, enquiries, and correspondence to ensure they are dealt with appropriately, managing and maintaining their calendar, arranging appointments, meetings and ensuring they have the correct information and papers for their meetings.

The ELT support team works in a politically sensitive environment ensuring effective communication between the council's senior officers, politicians and high-profile external stakeholders, aiding effective working of the council's political leadership.

## Key Accountabilities

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### Executive Directorate Support

1. Working closely with the Executive Director and the Heads of Service to understand the high priorities for the Directorate.
2. Monitor the Executive Support requirements in a flexible manner to deliver all administrative arrangements at an appropriate level.
3. Oversee and embed any streamlining or automation of systems and processes that may arise from Transformation.
4. Oversee the administration of relevant Finance and HR records, including raising requisitions, processing invoices, claims, annual leave and sickness and other processes - using Agresso and Trent or other IT systems as required.
5. Oversee the technical administration and provide a seamless technical support service.
6. To support the Executive Director and the Heads of Service with the council's governance arrangements and Member liaison.
7. Monitor and quality control the performance of business support with timely and accurate MI of the Executive Directorate's performance indicators.
8. Monitor and quality control the Executive Directorate's statutory requirements to ensure compliance including Complaints, FOIs, SARs, Members, MP enquiries.
9. Ensuring performance and controls are consistent and within the standards set by the Council.
10. Share information and establish good working relationships with elected Members and officers of the Council and outside bodies. Prepare confidential reports and other correspondence to a high standard of accuracy, layout and presentation.

### Governance Arrangements:

12. Ensuring risks are tracked and mitigated within JCAD.
13. To maintain Executive Directorate aspects of Corporate Forward Plan.
14. Ensure Executive Directorate reports for Cabinet Council and Executive Directorate Committees are produced and completed within relevant time scales and include comments from all appropriate professional disciplines.
15. Attend Member Briefings as requested and record discussion, decisions and actions.
16. Ensure records of non-executive key decisions are maintained.
17. To ensure that responses to Council questions are drafted and coordinated.
18. Coordinating Risk Management, H&S, and other Corporate Statutory requirements.

### Reports Preparation

19. To co-ordinate and oversee the preparation of (draft) reports for Executive Leadership Team and for the Executive Director with relevant version control.
20. To co-ordinate appropriate reports for Cabinet and Executive Directorate Committees as required.

### Executive Directorate Enquiries and Complaints

21. Ensuring the initiation, receipt and reply to letters, memoranda and reports on behalf the Executive Directors and Heads of Service is undertaken in a timely manner.
22. Ensure compliance with the corporate procedures and systems including the co-ordination and management of Executive Directorate responses.
23. Prepare relevant performance reports including relevant learning outcomes on the above.

### **Support to Executive Director and Senior Officers**

24. Ensuring the preparation and dispatch of papers, recording of decisions and appropriate follow up action for Executive Director's meetings
25. Ensure the Executive Director is fully briefed and prepared when attending civic, or 'community' type engagements to tight deadlines.
26. Provide project management support, oversee the project plan to ensure milestones are met and issues are highlighted, and appropriate actions are taken to mitigate risk.
27. Undertake appropriate research, translating complex information into concise report format or drafting briefing papers for presentation.

### **Communication**

28. To be the contact, on behalf of the Executive Director, for all internal and external enquiries, making appropriate referrals to ensure that the enquiries are dealt with in a timely manner.
29. To deal sensitively and confidentially with complaints from a wide variety of people across and outside the Borough and make appropriate arrangements for these to be resolved. To have confidence in own decisions and a positive attitude in handling complaints is key.
30. Prepare and send appropriate responses on behalf of the Executive Director. Use your initiative in compiling and chasing responses going out in the Executive Director's name.
31. Log and progress enquiries from Members, MPs and the public for the attention of the Executive Director within appropriate timescales.
32. Build positive working relationships with the Executive Leadership Team's executive support, and the Leader of the Council's support team.
33. Support and participate in the Council's Employee Communication system.

### **Resource Management**

34. Actively support transformation of new processes and ways of working.

## **Financial Responsibilities**

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Support colleagues who are overseeing the Directorate's Budgets. This will include:

- Regular meetings with the Executive Director and the Finance Business Partner.
- Organisation of monthly meetings with the Executive Director, Directorate Finance Business Partner and Budget Reporting Officers to ensure monitoring, forecasting and reporting of all budgets, implementing mitigation measures as required. To ensure compliance with Procurement and financial Contract Standing Orders including ensuring all governance procedures are being adhered to.
- Monitor use of the corporate credit card(s) for the Directorate.

## **Grade/Conditions of Service**

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The employment is subject to a probationary period of twenty-six weeks from your start date of employment with Redbridge Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

- This role is office based, in Ilford, London and the postholder will be expected to work in the office minimum 3 days of the working week.
- Work to ensure objectives are met.
- To attend and participate positively in team and other meetings as required with a view to promoting the development of an integrated response to client's needs, concentrating on the delivery of an efficient and effective service.
- To provide cover for the work of other team members in their absence as required.
- To participate positively in the Performance Management and Personal Development scheme.
- To participate fully in the council's employee communication system.
- To maintain, at all times, a courteous, helpful and polite response to members of the public, Council Members, outside agencies and staff from other sections of the Council.
- To undertake any other duties appropriate to this area of work and consistent with the level of the post as may be required from time to time.

## Person Specification

		<b>A-I-T</b>	<b>Weighting</b>
<b>Minimum education/ Educational Ability</b>	<ul style="list-style-type: none"> <li>Evidenced by relevant qualification/degree; or evidence of demonstrable experience.</li> </ul>	A - I	3
<b>Minimum experience/ knowledge/ skills</b>	<ul style="list-style-type: none"> <li>Significant experience of providing high level, professional executive assistance and administrative support to a Chief Executive/Executive Director/Senior Leader.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Experience and understanding of working in local government/political environment.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Proficient level of IT competence including Word, Outlook, Excel and PowerPoint with a willingness to develop skills further. May include project management systems and other databases.</li> </ul>	A - I-	3
	<ul style="list-style-type: none"> <li>Experience in delivery of Project Management</li> </ul>	A-I	3
	<ul style="list-style-type: none"> <li>Be able to prioritise day to day operational and strategic programmes of work based on changing demands.</li> </ul>	A-I	3
<b>Minimum competencies: Customer service</b>	<ul style="list-style-type: none"> <li>Clear understanding of customer care principles</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Provision of excellent customer care services with an understanding of diversity principles</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Ability to establish and maintain effective relationships with people from diverse backgrounds.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Ability to provide services which meet customer needs and expectations, and which conform to the highest professional standards, within a framework of accountability.</li> </ul>	A - I	3
<b>Communicating and Influencing Others</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal, communication and presentation skills relevant to a wide range of stakeholders.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Experience of liaising and working effectively with colleagues across service areas and partner organisations.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>Ability to produce a range of written communications which are clear, fluent concise, and jargon-free, and are readily understood by the recipient.</li> </ul>	A - I -	3
	<ul style="list-style-type: none"> <li>Ability to work in a political environment, recognising sensitive issues and maintaining confidentiality. Able to deal with frequently changing demands including demands from elected Members, officers, members of the community and outside bodies.</li> </ul>	A - I - T	3
	<ul style="list-style-type: none"> <li>Able to communicate in one-to-one situations in a manner which is clear, fluent and concise and holds people's attention. Checks understanding and chooses appropriate style. Encourages feedback and confidently deals with queries.</li> </ul>	A - I -	3

<b>Driving Improvement</b>	<ul style="list-style-type: none"> <li>• Produces plans and timetables for own work. Checks progress against plans regularly. Revises plans in the light of changing priorities or resources.</li> <li>• Focuses on own results and service delivery to achieve high standards of performance.</li> <li>• Makes time to keep up to date with other parts of the authority and other authorities.</li> <li>• Creates sound and efficient processes for own work incorporating full risk assessments and building performance measures against which results can be measured.</li> </ul>	A - I	3
		A - I	3
		A - I	3
		A - I	3
<b>Analysis &amp; Judgement</b>	<ul style="list-style-type: none"> <li>• Ability to make accurate, considered judgements and decisions.</li> <li>• Ability to make rational, realistic and sound decisions based on consideration of all the facts and alternatives available.</li> </ul>	A - I	3
		A - I-	3
<b>Working Together</b>	<ul style="list-style-type: none"> <li>• Ability to seek out ways to collaborate with or support other areas of the authority</li> </ul>	A - I	3
<b>Information</b>	<ul style="list-style-type: none"> <li>• Ability to construct complex correspondence and reports, and to convey key messages and/or findings.</li> <li>• Ability to undertake appropriate research, translating complex information into concise report format or draft briefing papers for presentation to elected Members and senior officers.</li> <li>• Expert user of systematic and methodical information systems, both electronic and manual, with the ability to collate, manipulate, analyse and present data.</li> </ul>	A - I	3
		A - I	3
		A - I	3

**Special Conditions**

<b>Working Pattern and travel</b>	May require working out of core Council hours to provide support to meetings	A - I	3
	Flexibility to occasionally work extended hours to meet deadlines.	A - I	3

*Method of candidate assessment:*

*A = Application Form, I = Interview/ Test, Weighting: 3 = most important, 1 = least important 2=desirable*