

<b>Designation:</b>	<b>Senior Executive Assistant</b>
<b>Grade:</b>	<b>Stroud 5</b>
<b>Responsible to:</b>	<b>Corporate Policy &amp; Governance Manager</b>
<b>Service Area:</b>	<b>Corporate Policy &amp; Governance</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Good general education with at least 5 GCSEs grades C or above including Maths and English or experience and an appropriate qualification.

### EXPERIENCE

- Previous experience in a senior PA, Executive Assistant or secretarial role to include complex diary management and co-ordination.
- Previous experience of handling enquiries from a variety of stakeholders, e.g. members of the public, media as well as from internal customers, Councillors and senior leaders.
- Experience of organising meetings including briefing on meetings, writing meeting minutes and co-ordination of activities of Senior Leaders.

### SKILLS & KNOWLEDGE

Able to meet the following competencies set out in the council's competency framework:

- Effective Communication and Positive Influencing Skills
- Delivering The Best Service to Customers and Supporting Continuous Change
- Problem Solving and Effective Working

And in addition, the following:

- Experience in exercising discretion and able to act confidentially when needed
- Excellent communication and analytical skills
- Ability to manage and prioritise workloads of self and others
- Highly organised with a strong attention to detail
- To use own initiative to complete tasks
- Accurate minute taking skills
- Strong administration skills
- Exceptional customer service skills
- Numeracy skills
- Excellent IT skills, including Word, Excel and Powerpoint.
- Attention to detail, accuracy and proof reading skills
- Strong organisational skills and adept at multi tasking.

### PERSONAL ATTRIBUTES

Able to meet the following competencies set out in the council's competency framework:

- Shaping Supporting and Delivering the Objectives and Priorities of the Council
- People and Team Working
- Delivering the Best Service for our Customers and Supporting Continuous Improvement

- Leadership, Business and Financial Management
- Problem Solving Skills

And in addition, the following:

- Able to work effectively under pressure and in challenging circumstances
- A proactive and positive attitude

#### **OTHER**

- Committed to working for an employer that values diversity and equality of opportunity

### **DESIRABLE CRITERIA**

#### **QUALIFICATIONS**

An appropriate qualification

#### **EXPERIENCE**

- Previous local government experience an advantage but not essential
- Previous experience of working in a political environment

#### **SKILLS & KNOWLEDGE**

### **CORE COMPETENCIES**

#### **1. Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

#### **2. Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment of understanding and meeting their needs, inline with policies.

#### **3. Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

#### **4. Innovating**

You will be able to seek better, more effective ways of delivering services.

#### **5. Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

**6. Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.