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| **Directorate** | | **CORPORATE RESOURCES** |
| **Job Title** | | **Executive SUPPORT TEAM LEADER** |
| **Grade** | | **I** |
| **Primary Purpose of the Job** | | Lead a team of staff which provides a comprehensive and confidential personal assistant support service directly to the Council’s Corporate Leadership Team (CLT) and the Departmental Leadership Team(s) (DLT).  Be responsible for the day-to-day delivery of a co-ordinated executive and strategic support function, in order that the CLT and the DLT(s) can successfully discharge the functions relevant to their portfolio and meet the strategic aims of the Council.  Support the wider Corporate Resources Directorate to deliver strategic priorities and change management. |
| **Reporting To** | | Director of Corporate Resources |
| **Staffing Responsibilities** | | Leadership Support Officer (across all Directorates) |
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| **Main Duties** | | |
| 1. | Manage a team which will provide support to CLT and the DLT(s) enabling them to work to maximum efficiency, with diaries, correspondence and phone calls organised in a professional, timely and accurate manner, key tasks identified and prioritised and delegated work completed appropriately. | |
| 2. | Facilitate the design and implementation of effective systems and processes to secure and improve service quality and delivery. | |
| 3. | Prepare and provide briefing notes, presentations, reports, spreadsheets, speech notes, general research, complaint responses and any other relevant strategic support for CLT and DLT(s). | |
| 4. | Manage, develop and enhance the performance of the Leadership Support Team and individuals and have the ability to delegate work to others. | |
| 5. | Provide strategic and operational challenge, support and guidance to managers and staff relevant to the Leadership Support Team’s functions, to help deliver value for money strategies and the achievement of benefits. | |
| 6. | Adapt and implement innovative approaches to problem solving and service improvement. | |
| 7. | Provide a strong and effective line of communication between senior managers within the Section, Division and Directorate(s). | |
| 8. | Lead effective policy implementation, carrying out research, investigation, analysis and  applying creative thinking to develop proposals for senior management, Assistant Directors and Directors, in line with the corporate strategies and partnership priorities. | |
| 9. | Maintain awareness of external influences that may impact on service delivery and plan accordingly. | |
| 10. | Support CLT and DLTs if the Council’s Civil Contingencies procedures are activated. Logging of decisions and general administrative support will be required and may occur out of normal working hours. | |

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| **Date Job Description prepared** | September 2019 |
| **Job Description prepared by** | Assistant Director Performance, Planning & Resources |



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| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |

| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | **Method of Assessment** |
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| **1.** | **Skills and Knowledge** | | | |
| 1. | Ability to research complex information, analyse, draw conclusions, derive strategies and make proposals for actions based on that research. | | | Application Form/ Interview |
| 2. | Ability to ensure effective and co-ordinated workforce planning and development activity across the service, including internal and external partner organisations. | | | Application Form/ Interview |
| 3. | Excellent leadership and people management skills and the ability to motivate and inspire people within the directorate and across the Council. | | | Application Form/ Interview/ Assessment Centre |
| 4. | Experience of programme/project management | | | Application Form/ Interview/Assessment Centre |
| 5. | Ability to manage staff to ensure effective service delivery. | | | Application Form/ Interview |
| 6. | Proven ability to develop, articulate, lead, plan, improve and manage change, service improvement processes and performance, using innovative approaches to problem solving. | | | Application Form/ Interview/Assessment Centre |
| 7. | Excellent standard of written English | | | Application Form/ Interview/Assessment Centre |
| 8. | Excellent ability to use a range of ICT including Microsoft Outlook, Word, Excel and PowerPoint | | | Application Form/ Interview/Assessment Centre |
| 9. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | |
| 1. | | Educated to degree level or equivalent qualification. | Application form | |
| 2. | | Minimum of three years management experience. | Application form/interview | |
| 3. | | Direct experience of quality, planning and performance management. | Application form/interview | |
| **3. Work Related Circumstances** | | | | |
| 1. | | Must be prepared to work outside normal working hours if required to do so | Interview | |
| 2. | | Subject to the agreement of the line manager, a flexi-time scheme is in operation. | Interview | |
| 3. | | If the Council’s emergency plans are initiated, work patterns may involve off site working, during non- office hours, in pressured situations. | Interview | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. |  | |  |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. |  | |  |

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| **Date Person Specification Prepared:** | September 2019 |
| **Person Specification prepared by:** | Assistant Director Performance, Planning & Resources |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.