**Job Description**

**Executive Assistant and PA**

**Level: 8**

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| **Responsible To:**  | **Responsible For:** |
| Corporate Support Team Leader  | NA |

**About the job:**

To ensure that an efficient, effective and confidential corporate support service is provided to the respective council Leader, Leadership Team and services (as required).

**Role:**

Support the Team Leader in providing a wide range of specific and general confidential corporate support services to the respective council Leader, Leadership Team and services (as required).

Direct the work of the Corporate Support Assistants allocated (as and when required) in ensuring Ensure that services are delivered to high standards and meet customer needs.

Deal with emails, correspondence and telephone enquiries from Members of the Council, the public and other organisations.

Co-ordinate Freedom of Information (FOI) requests in line with councils procedures.

Service relevant meetings by preparing agendas, action points/notes and implementing any follow-up actions.

Maintain file records and records of projects/assignments/enquiries/complaints and ensure that periodic progress reports are produced, information is supplied and activities are completed.

Assist with the organisation of corporate and civic events and elections as required.

General office duties including diary management, stock control, petty cash, expense claims, processing orders, invoices and mail distribution.

Attend mandatory training associated with role and develop relevant knowledge and skills

To promote and comply with South Ribble Borough Council’s obligations under the Equality Act 2010 and Health & Safety, both in the delivery of service and the treatment of others.

To carry out any other duties which are consistent with the nature, responsibilities and grading of the post.

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* A good standard of numeracy and literacy demonstrated through either qualification or previous experience
* Evidence of continuing professional development
* IT qualification and/or extensive experience in the use of Microsoft Office applications – Word, Excel, Outlook etc.

**Knowledge & Experience**

* Previous relevant experience in a corporate support position.
* Experience of administrative and clerical processes and procedures in a busy office environment.
* Ability to maintain confidentiality.
* Knowledge of local authority processes

**Skills & Abilities**

* Exceptional customer service
* Excellent communication and presentation skills both verbal and written
* Work across teams in a positive and constructive manner to achieve results
* Excellent planning and organisation skills

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.