

# LONDON BOROUGH OF LEWISHAM

## JOB DESCRIPTION

**Designation:** Executive Support Officer

**Grade:** Scale 6

**Reports to:** Executive Support  
Manager

**Grade:** PO2

**Directorate:** Chief Executive's

**Section:** Strategy, Transformation,  
Equalities and Performance

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### Main Purpose of the job:

Provide efficient, modern and appropriate administrative and organisational support to the Council's Senior Leadership Team, through direct support to a number of Directors.

Develop strong relationships with senior officers and colleagues across the Council, working strategically to ensure Directors are organised and equipped for day-to-day management of the organisation.

Support Directors to effectively manage their divisions, utilising strong understanding of Directors' priorities to forward plan agendas, ensure key actions are followed up, synthesise and understand complex information relating the business of the division.

Work collaboratively with colleagues across the Chief Executive's division; internal communications, policy, strategic transformation to support the Senior Leadership Team to model best practice and be ambassadors for culture change.

Provide cover as required for the role of Executive Support Manager, providing administrative support to Executive Directors.

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### Summary of Responsibilities and Personal Duties:

1. Proactively maintain an awareness and understanding of matters, priorities and key issues affecting the Directorate and its services.
2. Advise Directors on key issues within the division, directorate or Council that require attention or focus.
3. Attend a range of meetings for Directors taking notes and reporting back as necessary.
4. Effectively use Microsoft tools such as PowerPoint and Word to ensure high quality, professional output for presentations and other documentation for Directors and own work.

5. Maintain diary and plan workloads of Directors, liaising with other Support Managers and Officers to ensure proper co-ordination across the directorate and the Council.
6. Set up and maintain administrative systems to ensure effective forward planning, record keeping, organisation and retrieval of business, including SharePoint, filing systems, absence and leave recording, and processing and input of invoices.
7. Service meetings chaired by the Director through the preparation and dispatch of papers, producing a record of actions and ensuring appropriate follow-up action.
8. Process and draft Council questions, freedom of information requests, SARS, complaints, casework and members enquiries.
9. React effectively and in a timely manner to the varying demands and deadlines set/requested by Directors and by prioritising own workload.
10. Work flexibly and provide cover for colleagues within the team and for Executive Support Officers as required.
11. Participate in the development of team priorities and objectives.
12. Develop and update procedures within own work area as required to comply with changing needs.
13. Work tactfully and professionally with both internal and external contacts at all levels including the Mayor, elected members, the Chief Executive, senior managers and officers within the Council and in other external organisations, MPs, Trade Union officials, public sector partners and community representatives.

Internal Contacts: These include Members, Chief Executive, Executive Directors, Directors, other Senior Managers and all staff across the organisation

External Contacts: This will include other relevant Public Sector Organisations, e.g. Local Trusts, CCG, other Local Authorities Government Departments, for example the Home Office, DfE, DWP, Cabinet Office, MHCLG, Voluntary Sector Organisations, regional bodies such as London Councils and the Greater London Assembly.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

**Number of fully managed staff:** n/a

## PERSON SPECIFICATION

**Designation:** Executive Support Officer

**Grade:** Scale 6

**Reports to:** Executive Support Manager

**Grade:** PO2

**Directorate:** Chief Executive

**Section:** Strategy, Transformation,  
Equalities and Performance

### Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting. Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Knowledge**

|                                                                                                                                                      |          |
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| Good understanding of the role and functions of local government and the key issues facing local government, particularly in an inner London context | <b>S</b> |
| Understanding of the legal and financial framework within which local government operates, and of its role within the local community                |          |
| Awareness of quality and major service issues facing the Council.                                                                                    |          |
| Understanding the importance of confidentiality and sensitivity with regard to aspects of the Executive Director's role.                             |          |

### **Aptitude**

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|---------------------------------------------------------------------------------------------------|----------|
| To work on own initiative, at pace and manage sensitive situations.                               | <b>S</b> |
| To work in partnership within the Council and with a range of external agencies and organisations |          |
| To work flexibly and in innovative ways                                                           |          |
| To work to priorities and to meet deadlines and timetables                                        |          |
| To deal with confidential issues discretely and tactfully                                         |          |
| To establish effective support networks within Members, officers and partners                     | <b>S</b> |

**Skills**

|                                                                                                                                                                                                                           |          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Excellent management organisational skills                                                                                                                                                                                | <b>S</b> |
| Skills to write good quality reports, briefings, minutes and communications materials at short notice and with minimal supervision<br>To communicate effectively with a wide range of audiences, in writing and in person | <b>S</b> |
| Good range of IT skills                                                                                                                                                                                                   |          |

**Experience**

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Of managing a heavy workload and competing priorities in order to meet tight deadlines                                                                                                    | <b>S</b> |
| Working and communicating with senior officers, elected Members and key partner organisations in often sensitive situations, or, communicating at a senior level in similar organisations |          |
| Working, with senior managers to progress action to deliver policy objectives.                                                                                                            | <b>S</b> |
| Of arranging, attending and minuting meetings                                                                                                                                             |          |
| Facilitating effective communication and on-going dialogue between different people, audiences and organisations                                                                          |          |

**Equality & Diversity**

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| Awareness of and a commitment to Equality of Access and Opportunity in a diverse community |          |
| Understanding of how equality and diversity relates to this post                           | <b>S</b> |

**Personal Qualities**

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|----------------------------------------------------------------------------|--|
| Able to remain calm when working under pressure with a high workload.      |  |
| Positive attitude to solving complex problems.                             |  |
| Flexible and collaborate, working with others to achieve desired outcomes. |  |

**Circumstances**

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| Able to work outside standard working hours as required. |  |
| Able to meet the Council's requirements for the post.    |  |

DBS Disclosure Required?

No

☒

Basic

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Enhanced

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