



Job Title Chief Executive Support Officer
Reports To Chief Executive Office Manager

Tier: 1 **Grade:** SG2

Responsibilities

To provide wide ranging, politically sensitive and confidential administrative support as part of the Office of the Chief Executive. This will include a number of the following:

- Operating support systems to facilitate the activities of the Leader, Cabinet members and senior officers
- Support in the management of diaries, organising meetings with councillors, employees and external clients
- Supporting the screening and prioritising of enquiries from customers, residents and staff in a sensitive and politically savvy manner, ensuring all responses are actioned in an appropriate and timely manner – including gaining the correct level of input from other officers across the council
- Managing set of administrative tasks and activities with a range of given timescales, including acting as part of the wider team and covering other areas when required.
- Support for meetings and events including taking and typing notes, paper collation, and logistical support

Autonomy

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under the direction of their supervisor.
- The jobholder will have little scope to deviate from established procedures but will be expected to organise their own workload to provide a customer orientated commercial service.
- Jobholders will also be expected to suggest improvements to working methods and spot opportunities for commercial or service development and actively pursue these.

Role Specific Skills/Knowledge

- Demonstrable experience of diary management
- Demonstrable experience of working in a politically sensitive environment
- Experience of working with a range of internal and external customers
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Corporate Expectations

- Ensure that the work and role focus supports AVDC's vision for the Vale and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart.
- Act in a commercially minded way in accordance with the council's behavioural framework and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable.
- Comply with the council's policies, procedures and Governance frameworks including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety.
- Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership

Specific Responsibilities

Staff	No direct reports
Financial	Day to day management of budgets up to c£50k
Role Specific Requirements	
Hours	37 hours per week – flexitime applicable.
Working practices	Office based
Specific conditions	None
Uniform/PPE etc.	None
DBS checks	None
Safeguarding level	n/a
Date prepared	January 2016

Note: none of the descriptions contained in this Role Profile should be considered to amount to an exhaustive list of duties and are subject to change to meet the needs of the business.

Role Outline

"To secure the Economic, Social and Environmental Wellbeing of the Vale"

Customer Support and Administration (job family)

level 2 model

Tier: 1

Grade: SG2

The main focus of this job family is the provision of general support services to customers both internally and externally

Role Purpose and Commercial Focus	Knowledge, Skills & Experience
<p>Roles at this level in this job family support customers or colleagues through the provision of customer sales and support services. They will work as part of a multi-skilled case management or administration team to deliver a range of significant council processes efficiently and effectively, providing a fast, high quality and continuously improving service for customers or colleagues. This will include providing administrative processes and factual/procedural guidance. Jobholders will be customer-focused in delivering services in a commercially minded way. Jobholders will need to have a thorough understanding of relevant procedures and processes and how to use relevant documentation, equipment and software packages. Jobholders will need an awareness of how their services supports the commercial activity of the council including the importance of maximising the use of customer information. They will be required to work collaboratively with colleagues to improve customer service e.g. undertake customer surveys, highlight opportunities for empowering customers further, participate in multi departmental project teams. In addition they will proactively market the benefits of digital and self-service channels to all customers and demonstrate and coach them in their use, as well as identifying and pursuing commercial opportunities, if applicable.</p>	<ul style="list-style-type: none"> ▪ The jobholder will need a good understanding of complex techniques and procedures for specialised systems, including the use of equipment and software. ▪ Knowledge and understanding is usually gained through formal or job based training, or through experience in other roles where knowledge and skills are transferable. ▪ Formal training/qualifications (typically Level 2/3 or equivalent) may be applicable, including literacy, numeracy and IT skills ▪ Skills in this area need to be biased towards providing excellent customer support often in challenging situations
Organising and Forward Focus	Communicating & Influencing
<ul style="list-style-type: none"> ▪ The work involves activities and tasks that are specific in nature and objectives. ▪ The work involves record keeping and processing of technical and customer information ▪ There is a requirement for forward planning – the normal focus is on days and weeks ahead and the jobholder is required to organise their own workload. ▪ The jobholder may supervise other employees including organising work schedules, controlling delegated resources in order to achieve specific short term results. 	<ul style="list-style-type: none"> ▪ Communicating and influencing skills may be required to assign work, monitor and review the work of others. ▪ A good standard of verbal and written communication ▪ Effective communication with internal and external customers is a key requirement of the role ▪ There may be occasions where the jobholder is required to resolve issues with colleagues or members of the public. ▪ Communication is generally more than the straightforward exchange of facts/information. ▪ Ability to challenge poor performance and behaviour
Scope of role	
<ul style="list-style-type: none"> ▪ Detailed action is not defined – only the approach through detailed procedures or precedents ▪ Latitude to solve problems is used to decide between following procedures or precedent. ▪ Generally, problems will be similar and will have been experienced before with solutions readily available. The jobholder has to decide the most appropriate solution for the problem based on work experience. ▪ Ideas for innovative solutions will be actively pursued. ▪ Proactively manage and resolve customer issues through a range of channels ▪ Roles at this level will be closely supervised or subject to well defined practices, procedures and arrangements. 	

Role Profile templates are subject to change in order to meet business requirements.