## Blue GLA Logo - USE THIS ONE

**Job Description**

**Job title: Senior Executive Support Officer**

**Grade: 7**

**Directorate: Corporate Management Team**

## Job Purpose

To provide a full range of executive, secretarial, diary management and other support services to two Executive Directors which are responsive to their needs and contribute to making their roles effective as part of the Corporate Management Team

# Principal Accountabilities

1. Undertake complex research on behalf of Executive Directors into a range of issues and prepare reports, briefing and position papers.
2. Ensure that the Executive Directors are properly briefed on, and familiar with, the agenda in advance of all meetings of the Authority and its related organisations as appropriate.
3. Provide a full range of high level PA, administrative and secretarial support, including managing a "bring-forward" system, maintaining diaries, arranging meetings and organising  travel and accommodation.
4. Maintain key lines of communication and working relationships with a significant number of external stakeholders, senior managers and other staff across the organisation to support the Executive Directors.
5. Develop and maintain, effective information systems, in conjunction with other members of the Corporate Management Team and senior managers of the Authority and its functional bodies, to support the Executive Directors in fulfilling their role.
6. Provide high level, seamless cover for the other EDs and the Chief Officer when required within the Corporate Management Team.
7. Keep abreast of the priorities and key work of the Executive Directors to understand when to deputise and delegate work to other key officers within the GLA in their absence. Act as the co-ordinator for briefings for both Executive Directors.
8. Process, circulate and respond as appropriate to incoming mail for both portfolios, including researching and drafting replies as required and progress chasing as appropriate. Record and collect data and statistical information, producing analyses and reports as required.
9. Attend meetings and prepare agendas, coordinate preparation and circulation of reports, take and circulate minutes ensuring actions are identified. Process these in accordance with the Authority's standards and requirements and monitor actions taken on decisions made.
10. Respond promptly on behalf of the Executive Directors to a wide range of complex internal and external enquiries, and as far as is possible process these through to their resolution.
11. Provide support to the Executive Directors across a range of working parties, consultative bodies and project teams in the Authority, across the GLA Group and outside bodies.
12. Provide co-ordination and support for specific projects on behalf of the Executive Directors, which may encompass a wide range of policy and operational matters.
13. Realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities.
14. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary cross-department and cross-organisational groups and project teams.

## Key relationships

Accountable to: Head of Office

Principal contacts: GLA Executive Management Team, the Mayor’s Office, GLA managers and staff, senior figures in the functional bodies, local and central government and other key stakeholders.

## Person specification

**1. Technical requirements/experience/skills**

1. Experience of delivering high level administrative support service to senior staff in a high profile organisation.
2. A high level of competence in the operation of standard office information and communications technology applications including standard Microsoft Office packages including advanced MS Word and Outlook and intermediate Excel and Powerpoint and 365 dynamics.
3. Demonstrable high level PA skills including:
   * Expertise in the use of information and communications technology applications
   * Intermediate to advance ability using standard office software
   * Ability to quickly and accurately prepare well designed and laid out word processed documents
   * High level of ability to work on own initiative, accurately to tight deadlines and to prioritise between conflicting demands.
   * Exceptional attention to detail and experience of managing multiple complex diaries within a busy environment.

**2. Behavioural competencies**

**Building and Managing Relationships**

… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

* Develops new professional relationships
* Identifies opportunities for joint working to minimise duplication and deliver shared goals
* Understands the needs of others, the constraints they face and the levers to their engagement
* Understands differences, anticipates areas of conflict and takes action
* Fosters an environment where others feel respected

**Communicating and Influencing**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 2 indicators of effective performance

* Communicates openly and inclusively with internal and external stakeholders
* Clearly articulates the key points of an argument, both in verbal and written communication
* Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
* Challenges the views of others in an open and constructive way
* Presents a credible and positive image both internally and externally

**Planning and Organising**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

* Prioritises work in line with key team or project deliverables
* Makes contingency plans to account for changing work priorities, deadlines and milestones
* Identifies and consults with sponsors or stakeholders in planning work
* Pays close attention to detail, ensuring team’s work is delivered to a high standard
* Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Problem Solving**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 indicators of effective performance

* Processes and distils a variety of information to understand a problem fully
* Proposes options for solutions to presented problems
* Builds on the ideas of others to encourage creative problem solving
* Thinks laterally about own work, considering different ways to approach problems
* Seeks the opinions and experiences of others to understand different approaches to problem solving

**Organisational Awareness**

… is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 2 indicators of effective performance

* Challenges unethical behaviour
* Uses understanding of the GLA’s complex partnership arrangements to deliver effectively
* Recognises how political changes and sensitivities impact on own and team’s work
* Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas
* Follows the GLA’s position in the media and understands how it impacts on work

**Research and Analysis**

… is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 2 indicators of effective performance

* Proactively seeks new information sources to progress research agendas and address gaps in knowledge
* Grasps limitations of or assumptions behind data sources, disregarding those that lack quality
* Analyses and integrates qualitative and quantitative data to find new insights
* Translates research outcomes into concise, meaningful reports
* Identifies relevant and practical research questions for the future