

Job description

Job title: Executive Support Manager

Grade: 9

Directorate: Chief Officer's Directorate

Job Purpose

- Management of a team of Executive Assistants working to the Chief of Staff, Mayoral Appointees, the Chief Officer and Executive Directors (Principals), ensuring high quality service and helping to set the professional standard for the team. Working closely as a professional unit with another Executive Support Manager, ensuring high performance and consistency across the team
- Responsible for ensuring that work is flexed across the whole team of Executive Assistants, taking account of increased/decreased workload and short-term/long-term absence, ensuring performance is monitored, and the team is supported
- Provide high-level, expert Senior Executive Assistant support to a Principal with a complex remit, undertaking delegated responsibility tasks where appropriate, applying a broad range of skills to a number of disciplines with strong attention to detail
- Form an integral part of a management unit with another Executive Support Manager and the Head of Executive Support, actively contributing to the leadership of the team, drafting papers, planning, and helping implement new ways of working and troubleshooting as required
- Contribute to the strategic direction of the team, and scoping and design of a range of transformational systems and ongoing projects to streamline processes. Helping to lead the team by delivering any such systems with individual responsibility for specific projects
- Delivery of key business objectives while balancing the needs of diverse stakeholders
- Carry out delegated tasks on behalf of the Head of Executive Support, including shared delegated responsibility for day-to-day management of the Corporate Management Team's and Mayor's Office budgets
- To deputise for the Head of Executive Support as required and as appropriate

Principal Accountabilities

1. Manage a team of Executive Assistants to ensure that the team provide a comprehensive service to the Principals. Apply management, mentoring and motivational skills, setting clear team goals for high performance in tandem with the ability to delegate tasks to team members to achieve team objectives and effective workflow.
2. Provide a full range of professional, high-level senior executive support services to a Principal, planning over a significant timescale, and all associated tasks including commission and collation of briefing and provide support over a wide range of responsibilities. Work autonomously using evaluative judgement and discretion to respond to issues and balance competing priorities for senior staff, resolving issues and providing advice where appropriate.
3. Managing expectations of all Principals through established stakeholder management skills and adjusting working style to build consensus. Ensure all key stakeholder requirements and competing needs are met by analysing and interpreting situations and finding solutions to problems that are both creative and workable.

4. Support the Head of Executive Support and actively contribute to the leadership team helping to develop new corporate systems, procedures and standards to ensure delivery of a competent and efficient executive support service. Carry out research, provide innovative recommendations and put in place mechanisms to review, develop and streamline processes as required by Head of Executive Support.
5. Keep abreast of key priorities and relevant development for the business areas supported by the team, as well as those of the wider organisation and externally, to enable knowledgeable and targeted support to the Principals, to react to emerging events and to best facilitate effective cover/deployment of the team to enable a seamless service
6. Maintain key lines of communication and effective working relationships with a large and complex network of external stakeholders, senior managers, and other staff across the organisation to enable effective executive support
7. Manage the governance and transparency process for Principals (to include Gifts & Hospitality declarations; Register of Interests)
8. Manage the documentation clearance process for Principals (to include official correspondence and MQs)
9. Oversee absence authorisations for Principals and their direct reports

To Note

Annual leave is planned across the team to ensure adequate cover while members of the team are away

Key relationships

Accountable to:	Head of Executive Support /Principals in Mayor's Office and Corporate Management Team
Accountable for:	Executive Assistants' individual and collective performance; sustaining an effective management unit with other team leaders and Head of Executive Support
Principal contacts:	Corporate 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

- Experienced and highly skilled manager with experience of leading or supporting the leader of a team. Acting with expertise in prioritising work, developing efficient workflow, and managing and motivating team members to achieve operational goals
- Experience of delivering high level executive support service to the most senior members of an organisation
- Exceptional attention to detail and experience of managing multiple complex situations and prioritising effectively
- High level ability to work on own initiative, accurately to tight deadlines and to prioritise between conflicting demands
- Advanced ability in the use of information and communications technology, including Microsoft suite

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 3 indicators of effective performance

- Encourages and supports teams in engaging in transparent and inclusive communication
- Influences others and gains buy-in using compelling, well thought through arguments
- Negotiates effectively to deliver GLA priorities

- Synthesises the complex viewpoints of others, recognises where compromise is necessary and brokers agreement
- Advocates positively for the GLA both within and outside the organisation

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 3 indicators of effective performance

- Monitors allocation of resources, anticipating changing requirements that may impact work delivery
- Ensures evaluation processes are in place to measure project benefits
- Gains buy-in and commitment to project delivery from diverse stakeholders
- Implements quality measures to ensure directorate output is of a high standard
- Translates political vision into action plans and deliverables

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

Decision Making

...is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results

Level 2 indicators of effective performance

- Takes decisions as necessary on the basis of the information available
- Makes decisions without unnecessarily referring to others
- Involves and consults internal and external stakeholders early in decisions that impact them
- Identifies potential barriers to decision making and initiates action to move a situation forward
- Demonstrates awareness of the GLA's decision making processes and how to use them