

Role Profile

Job Title:	Executive Support Officer
Location:	Colindale
Department:	Support Services
Directorate:	Family Services
Grade:	H
Type of Working:	Hybrid Working
Reports to:	Head of Support Services

1. Job Purpose:

- To provide a comprehensive range of support services to Director and/or Assistant Directors, which is tailored and responsive to maximise the working potential of Senior Management
- To manage the diary of the Director and/or Assistant Directors, offering support in a pro-active and professional manner, requiring a broad understanding of the context of Family Services in the council's Strategic, Commissioning, delivery and enabling boards and the remit and priorities of the Council and its responsibilities in general.
- Planning and preparing forward agendas, preparing papers and minuting key strategic meetings based on a solid understanding of the business.
- Understanding the key relationships with all stakeholders and developing effective relationships to achieve the above. This will include senior managers and leaders across the council and its partners, elected members, staff at all levels and the public.
- Demonstrate high levels of professional conduct and represent the Council internally and externally.
- Knowledge of local government, detailed understanding of Council policies, and demonstrate local knowledge of services, reflecting the wide breadth of the functions they support.
- Ensure professional standards and best practice act as key drivers within a culture of continuous service improvement and safer practice to meet present and future client and service need

2. Key accountabilities:

- To effectively manage and understand the diary requirements of the Director and/or Assistant Directors – ensuring that diary commitments are both manageable and appropriate and acting as the gatekeeper to their time.
- Manage boards and meetings to be effective and provide meeting minutes in a timely way
- Ensure that meetings are appropriate and manageable and time is best utilized.
- Provide tools and support to the Director and/or Assistant Directors including managing key events and activities. This includes an ability to influence senior stakeholders to change their approach to processes, activities or systems to support effective management.
- Manage a weekly / monthly work plan of key activities for the area supported.
- To deal with day-to-day correspondence, drafting responses where appropriate and ensuring that priorities are dealt with swiftly.
- To manage relationships with Directors, Lead Commissioners, other council managers and Members, and staff at all levels of the organisation, demonstrating a range of communication styles to effect positive results
- To build a strong working relationship with corporate colleagues, Members, other managers and stakeholders.
- Manage forward plans
- Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.
- The post holder will be required to achieve deadlines that may occasionally require working beyond normal daily office hours.
- Use emerging technology to make best use of time and resource, including AI in accordance with Barnet security policies.

3. Financial Responsibilities:

None

4. Health and Safety Responsibilities (choose one option):

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Relevant administrative and/or secretarial qualifications are desirable	Desirable	Application
Experience & Knowledge		
Proven experience of managing complex requirements at Director or senior level.	Essential	Application/Interview
Educated to degree level or relevant equivalent experience.	Essential	Application
Experience of developing effective senior level relationships. This includes negotiating and influencing a wide range of senior stakeholders to effect changes to processes, activities or systems.	Essential	Application/Interview
Strong understanding and proven experience of working in a political environment.	Essential	Application/Interview
Detailed understanding of the remit of a Council, including relationships with politicians, residents, local partners, contracted service providers and internal services	Essential	Application/Interview
Ability to work effectively in a political environment and establish positive	Essential	Application/Interview

relationships with Councillors, senior managers, staff, colleagues at all levels within the organisation, external stakeholders and interest groups in a way that establishes confidence, credibility and trust.		
Skill & Ability		
Ability to minute meetings to the required standard	Essential	Application/Interview Test
Proven ability to work proactively and anticipate needs.	Essential	Application/Interview
Demonstrates experience in plan ahead and foresee potential issues, influencing senior stakeholders to achieve the best possible result	Essential	Application/Interview
Effective time management skills	Essential	Application/Interview
Proven ability to work to deadlines	Essential	Application/Interview
Highly organised, able to manage conflicting priorities and areas of work	Essential	Application/Interview
Excellent knowledge of IT systems: Outlook, Word, Excel, Powerpoint	Essential	Application/Interview
Ability to adopt new ways of working especially with use of emerging technology including AI	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview

Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential/Desirable	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and	Essential/Desirable	Application/Interview

Caring for **people**, our **places** and the **planet**

demonstrate commitment to ensuring these align to what is best for Barnet		
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential/Desirable	Application/Interview