

Directorate: Chief Executive's Department
Unit/Section: Infrastructure
Grade: KSG
Responsible to: Business Assurance Manager

Purpose of the Job:

To provide a comprehensive, coordinated and efficient executive and business support service to the Director level and leadership teams to enable them to carry out their management responsibilities, as well as the Division's priorities and strategies, its governance and its divisional management functions as effectively as possible.

To contribute, advise and assist the Director and leadership team as appropriate in forming a view, agreeing action and deciding the Division's priorities and direction over the medium term.

To ensure information is effectively communicated.

Main duties and responsibilities:

- Ensure the Director is fully briefed within appropriate timescales on all matters of importance and key decisions, presenting detailed research, which is informative, accurate and timely, linking in when appropriate to the relevant Business Partners in the Council.
- Ensure that the Director's office is effectively managed with the appropriate support from the business support teams, resolving queries directly where possible via the drafting of a response, escalation as appropriate or passed to the correct contact.
- Oversee and assist in recruitment activity and administration on behalf of the Director
- Responsible for the supervision of Business Support staff members in terms of daily management, allocation of tasks and consideration of performance. Devise and oversee staff in using a range of administrative tracking systems, including monitoring all initiatives and projects correspondence, complaints and staff annual and sick leave, to ensure that progress is maintained on behalf of the line manager where possible and that all relevant action is taken as necessary.
- Support the Director of Infrastructure /Director of Technology in their role as a member of CED/DCED, KCC and County wide groups and boards to ensure appropriate informed decisions can be made and follow up actions undertaken.
- Manage and co-ordinate the Leadership Team meetings, and extended management meetings and other meetings as appropriate. Working with the Business Assurance Officers to ensure that the Management Team focus on key priorities including performance management, business planning, risk management, governance and environmental impacts on a regular basis to meet corporate requirements.

- Develop and manage external relationships for and on behalf of the relevant Director including any involvement with professional organisations to ensure effective two-way communication and best practice is delivered.
- To ensure that actions are effectively managed and communicated and that the Director is kept fully briefed on key issues.
- Manage, research and provide briefings and presentations for the Director and senior leadership team members to support key visits, meetings, conferences, staff briefings and any other ad hoc event as required by the Director or leadership team.
- Represent and/or support the Director at internal and external meetings as required to ensure appropriate input to achieve outcomes, agreements and actions.
- Manage the interface between the Director's Office, Members, appropriate national and local statutory agencies and other senior KCC officers to ensure that accurate and up-to-date information is disseminated. Maintain a close working relationship and links with the Cabinet Members' and Corporate Director's Staff Officers and PAs and the Leader's, CE and DCE's Staff Officers and PAs.
- Responsible for delivering a customer centric approach and displaying customer focused, professional and empathetic behaviour. Provide excellent service putting the customer at the heart of every aspect of the work.
- Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive innovation, proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: Executive Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• Level 4 qualification or equivalent and/or experience in relevant environment.
EXPERIENCE	• Proven experience of providing excellent executive support to senior managers • Experience working in an environment with multiple stakeholders, with potentially conflicting agendas • Experience of working in a political environment, skills in understanding and responding to different perspectives and taking a cross organisational perspective • Experience of partnership working within a public sector or other relevant settings at different levels. • Experience of a one team approach and working collaboratively within a wider team
SKILLS AND ABILITIES	• Proven skills in production of agendas and Minutes and progress chasing at senior levels in a complex organisation • Proficient in Microsoft 365 • Ability to interpret policy and legislation in the development of strategic proposals • Skills of persuasion/negotiation/diplomacy • Understanding of transformational change in a complex organisational environment • Excellent written and verbal communication skills and be able to adapt the communication style to suit different audiences • Excellent project management and research skills working in a highly political and strategic environment • Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability
KNOWLEDGE	• Thorough knowledge and understanding of corporate governance arrangements and agenda • Thorough knowledge of national and local public policy

KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making
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