



Job Description & Person Specification

JOB TITLE: Case Manager – Executive Assistant

REPORTING TO: Governance Manager

LOCATION: Flexible and Variable

GRADE: H

PERFORMANCE AND GOVERNANCE FUNCTION

Purpose

The Performance and Governance team provides important and underpinning activities across Performance & Risk Management, Governance & Elections, Information & Data Management and Strategic support on Procurement, and our People Management function. Developing the strength of this area will bring benefit to all we do and allow the Strategic Board to operate effectively – based on strong governance principles, on robust data and information and with strong democratic arrangements in place.

The Governance function provides resource to:

- Deliver all support to our Elected Members and the democratic process, including meeting support.
- Support our Members, allowing them to fulfil their roles as elected representatives for our community.
- Drive our governance framework – including the authority on programme and project priorities.
- Elections.
- Support to Leader, Strategic Forum, and civic arrangements and functions.

The Business Intelligence and Performance function provides resource to:

- Drive our performance management framework – including the client management of key contracts and partnerships.
- Control ongoing business design integrity and develop our business intelligence ambitions and support service improvement.

The People Management function will:

- Provide effective support and leadership on development, resource and performance overview across all areas.
- Working closely with all Functional and Operational managers, gather intelligence to support performance and development conversations.
- Support implementation of new people initiatives agreed by the Board.

Case Manager – Executive Assistant

This role will provide high level management and personal support to the CEO, taking a flexible approach to managing day to day workflow, calendar and correspondence. The role will lead on logistics for senior management meetings, including developing technological solutions to simplify information sharing, developing agendas and following up on actions. The role holder will be a key point of contact for the CEO, including responding to correspondence and ensuring high standards and accuracy in any information provided on behalf of the CEO.

Key tasks

- Understanding of customer need
- Supporting customer self-serve
- Spotting opportunities for further enabling and self-serve
- Continuous improvement of processes and procedures
- Understand when to consult with others, including specialists
- Knowledge sharing
- Manage more complex cases and projects
- Develop tools, guidance notes and enable team to widen knowledge
- Wider knowledge of several areas of the business
- Building and presenting business intelligence
- Finding solutions and proposing options
- Experienced case manager in one or more areas of focus
- Promotes new ways of working
- Responsible for multiskilling the team
- Supports planned and reactive projects
- Likely to own most complex / impactful / risk cases
- Credible with senior internal and external stakeholders
- Trusted and highly autonomous
- Accountability for quality and quantity of work within the team

Knowledge

Essential

- Competent in the use of Microsoft Office.
- Principles of good customer service.
- Values and promotes equality and diversity
- Understand the principles of data protection.
- Demonstrates a range of management skills- able to deploy resources and staff, manage change and respond flexibly.
- Political sensitivity and commitment to public service ethos.
- Organised, conscientious, energy, drive, confident and assertive.
- Experience with working with elected members, or in a political environment.

Desirable

- A demonstrable track record and consistent achievement at professional level within an organisation of comparable scope and complexity.
- Able to demonstrate understanding, experience and knowledge of policy and activities within your area of expertise.
- Relevant local government experience and understanding of the whole local government sector and its current challenges.
- Facilitates organisational, individual and personal learning and development.
- Knowledge and understanding of Health & Safety legislation and requirements.

Skills & Abilities

Essential

- Excellent communication skills both written and oral, with a good telephone manner
- Good interpersonal skills.
- Flexibility and ability to multi-task.
- High level of accuracy and attention to detail.
- Ability to work under pressure.
- Problem solving & decision making.
- Team player.

- Persuasive and encouraging -adopting a coaching style to enable customers.
- Ability to lead, motivate, enthuse, inform and develop others to improve capability levels within the team.
- Ability to manage using objectives, targets, performance management, problem solving and project management.
- Numerate and analytical with the ability to interpret, analyse and extract relevant information from complex reports and translate these so they are capable of being understood by a wider range of people.
- Able to prepare and present reports on general and specific related matters to non-experts in a clear and comprehensible manner.
- Ability to interpret key data and identify trends.

Desirable

- Able to demonstrate a strategic thinking capacity and be proactive in developing and implementing continuous improvement across the service.

Qualifications

Essential

- Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics)
- Evidence of continuing development of professional and management skills, e.g. through training, qualification and/or experience.

Desirable

- Relevant professional qualification or experience.
- Qualified to degree level or equivalent.
- Membership of a professional body, where such a relevant body exists.

General Requirements

To undertake other duties as reasonable required

To participate in the out of hours emergency rota

Actively demonstrate the behaviours as detailed in the Councils' Behaviour Framework and confident to challenge others when required.

This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

SIGNED:

DATE: