

**MIDLANDS CONNECT JOB DESCRIPTION**

<b>Post Title</b>	<b>Executive Assistant to CEO &amp; Office Manager</b>
<b>Reporting to</b>	<b>Director of Corporate Services</b>
<b>Team</b>	<b>Corporate Services</b>
<b>Direct Reports</b>	<b>1</b>

**ROLE PURPOSE**

To provide an exceptional Executive Assistant function to the Chief Executive Officer (CEO) and Chairman of Midlands Connect. The postholder will also oversee the overall management and efficient running of the Midlands Connect's offices and in close dialogue with the Midlands Connect accountable body, will manage the delivery of effective HR and ICT administrative support - ensuring the organisation's compliance with relevant statutory policies, guidelines and regulations. As part of this, the postholder will be expected to work closely with and provide key support to the Senior Leadership Team.

**ACCOUNTABILITIES**

- Ensure the provision of exemplary EA support to facilitate the efficient discharge of responsibilities of both, the CEO and the Chairman of Midlands Connect.
- Lead and act as the main point of contact for the Midlands Connect office, building and maintaining relationships with executives from across the partnership, including the DfT and other external stakeholders/clients.
- Overseeing general office operation, purchasing office supplies and ensuring facility upkeep, payment of bills and liaising with property managers & service providers as required.
- Ensure the Midlands Connect administration function of the Corporate Service team provides a best-in-class service to the Midlands Connect Partnership and associated partners.
- Working with the Director of Corporate Services co-ordinate and manage the delivery of effective HR and ICT administrative support such as the MC induction programme for new starters - ensuring the organisation's compliance with relevant corporate statutory policies, guidelines and regulations.
- Budget: Working with the Director of Corporate Services and the Finance Lead, plan, oversee and report on any spending associated with the effective running of the Midlands Connect's offices.
- Day-to-day line management and performance management of those staff assigned to this role, providing leadership, direction, mentoring and identifying areas for training/development as required.

## RESPONSIBILITIES

- Provide a best-in-class EA service to the CEO of Midlands Connect and the Midlands Connect Chair, managing, co-ordinating and maintaining the CEO's and the Chair's meetings, appointments and records in accordance with pre-set priorities, deadlines and requests.
- Develop, implement and continuously review the office management functions of Midlands Connect, implementing and maintaining office policies and administrative support, ensuring office supplies and resources are stocked, replenished and recording office expenditure as appropriate.
- Working closely with the Director of Corporate Services and Accountable body HR and ICT Business partners, lead and manage the implementation of Midlands Connect's administrative support such as new staff induction programmes, staff surveys, team meetings and ICT inventory/log to ensure compliance with relevant HR and ICT corporate statutory policies, guidelines and regulations.
- Manage the Midlands Connect administration functions of the team including document management and implementing and maintaining agreed filing systems ensuring that the highest standards of confidentiality and sensitivity on matters involving all Midlands Connect.
- Working closely with the Finance Lead, manage and report to the Director of Corporate Services on the MC office budget in line with WMCA policies and procedures.
- Working with Business planning and compliance manager, ensure that procedures are developed and implemented consistently across Midlands Connect for the receipt, recording and prioritisation of all incoming correspondence (such as FOIs) referring to appropriate staff and consult on suitable responses or replies on behalf of the CEO and the Chair where appropriate.
- Ensure all relevant travel and accommodation arrangements are made to support the MC Chair, CEO and members of the Midlands Connect team in attending meetings and events in line with their roles and responsibilities - ensuring adherence to the Accountable Body's Travel and Expenses policies.
- Manage and coordinate cover for the CEO where required, ensuring that their sickness/holiday/absences are recorded, and suitable arrangements are made in their absence.
- Ensure the general safety and condition of the working environment in the Midlands Connect offices, reporting, chasing and resolving any issues relating to the general area.
- To provide day to day line management and performance management of those staff assigned to this role; including the provision of leadership, direction and mentoring of staff engaged on the delivery of projects within this portfolio.
- Engender a supportive and constructive working culture where all colleagues feel empowered to contribute to new and improved ways of working for their teams, service and organisation.

## PERSONAL SPECIFICATION

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>	<b>Assessment Method</b>				
	E	D	App *	Int **	Other ***
<b>Experience</b>					
Proven experience in supporting a senior executive or equivalent.	X		X		
High degree of experience in dealing with diverse groups of people, including Board members, senior executives, staff, political leaders and business partners.	X		X	X	
Experience planning and coordinating large scale event/project management responsibilities.		X	X		
Proven office management skills		X	X	X	
Experience in managing and maintaining high level administrative practices and procedures.	X		X	X	
Previous experience with applications software such as travel and expense management, scheduling, budgetary control.		X	X		
<b>Skills/Knowledge/Abilities</b>	E	D	App	Int	Other
Excellent interpersonal, oral and written communication skills, with the ability to converse at senior and board level.	X			X	
Good knowledge of Microsoft Office Suite (Word, PowerPoint, Excel, Outlook) and other commonly used office packages	X		X	X	
Strong organisational skills that reflect ability to perform and prioritise multiple tasks seamlessly with excellent attention to detail.	X			X	
Familiarity with legislation in the areas of employment, equality and diversity, and data protection		X	X		
Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of service and response.	X			X	
Highly resourceful team-player, with the ability to also be extremely effective independently.		X		X	
<b>Qualifications/ Professional Memberships</b>	E	D	App	Int	Other
Degree in relevant subject or experience in similar role/equivalent experience		X	X		
A relevant professional or administration or business management qualification (or equivalent experience).		X	X		

\* Application

\*\* Interview

\*\*\* Details will be shared at interview stage

## HEALTH AND SAFETY

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

## EQUALITY AND DIVERSITY

To promote and champion equality and diversity in all aspects of the role.

### **LEARNING AND DEVELOPMENT**

To participate in and take responsibility of any learning and development required to carry out this role effectively.

### **PERFORMANCE MANAGEMENT**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

### **GDPR (GENERAL DATA PROTECTION REGULATION)**

To ensure the reasonable and proportionate protection, processing, sharing and storing of Midlands Connect information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the Midlands, in all aspects of the role.

### **OTHER**

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the Midlands Connect Partnership area on a regular basis.