

Job Description

Job Title:	Administrative Assistant (Mayor's Office)
Directorate/Team:	Mayoral Office
Location:	16 Summer Lane
Responsible to:	Executive Assistant
Responsible for:	N/A
Key working relationships: (internal)	Mayor's Office Business Manager, Executive Assistant and Mayoral Policy and Correspondence Adviser
Key working relationships: (external)	N/A

Purpose of the Post

Provide a wide range of administrative support across the Mayoral Team, covering both Political and Operational functions, ensuring a high level of service to enable the smooth running of team activities and delivery of the Mayor's priorities.

Accountabilities

The provision of high-quality, flexible and timely administrative support across the Mayoral Team, ensuring effective coordination between Political and Operational functions and contributing to the smooth delivery of the Mayor's priorities and office activities.

Responsibilities

Strategic

- Support the Mayor's Office by ensuring seamless coordination between Political and Operational functions, enabling effective delivery of the Mayor's priorities.
- Assist in preparing and organising key meetings, ensuring actions and logistics align with strategic objectives.
- Maintain awareness of upcoming engagements, activity and deadlines, proactively supporting the team to meet commitments.

People

- Work collaboratively with the Mayoral Policy and Correspondence Adviser and Executive Assistant, providing flexible support to enable them to focus on Mayoral priorities.
- Build positive working relationships across the Mayoral Team and wider Combined Authority colleagues to ensure smooth communication and delivery.
- Act as a reliable point of contact for internal and external stakeholders when supporting the Mayor's activities.
- Manage guests and visitors on behalf of the Mayor's office.
- Establish and maintain effective working relationships with all departments

Operational

- Provide comprehensive administrative support, including diary coordination and scheduling of meetings.
- Manage meeting room arrangements, check equipment and arrange refreshments.
- Support diary arrangements and document preparation for the Mayor.
- Assist with logistics for events, visits, and engagements, ensuring all arrangements are accurate and timely.
- Support the management of correspondence and briefing materials, ensuring quality and consistency.

- Maintain accurate records and systems to support the efficient operation of the Mayoral Office.
- Provide administrative support for meetings, producing agendas and formatting documents.
- Follow structured task lists and timelines created by the EA or Policy team.
- Update trackers and logs.

Financial

- Action requests for travel, accommodation and catering, ensuring they are in line with WMCA policies.
- Handle queries and issues related to procurement, invoices and financial processes.
- Act as point of contact for Business World and support the process for raising Requisition Orders and Purchase Orders in accordance with Finance policies and systems.
- Ensure value for money and compliance with governance processes for any financial activities related to the Mayor's engagements.

Other

- Represent the Mayor's Office professionally in all interactions.
- Undertake additional tasks as required to support the smooth running of the Mayoral Team.
- Provide support to projects and other events as required.
- Work flexibly and with integrity to meet the needs of the Mayor's office.
- Ability to act with discretion and confidentiality.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
Experience					
Experience of working in a professional team environment	X		X	X	
Experience of working in a political environment, in local or national government setting		X	X	X	
Experience of co-ordination, preparation, and support to meetings; including booking venues, meeting invites, circulating agendas and papers, note taking and following up and progressing actions.	X				
Experience of financial processes, including understanding of procurement requirements and processing of invoices and payments.		X			
Practical office experience, including experience in dealing with internal and external stakeholders.	X				
Skills / Knowledge					
The ability to communicate to a high standard, in both written and oral form	X		X	X	
The ability to turn policy and delivery activities into understanding and empathetic correspondence to a variety of audiences		X	X	X	
Must be able to retain the trust of the Mayor and the Mayoral team, and demonstrates the ability to take clear instruction	X		X	X	
The ability to develop and maintain good relationships with the WMCA and local authority teams and officers	X		X	X	
Excellent inter-personal skills to handle enquiries from many sources, and cope with working under pressure to tight and unplanned deadlines	X		X	X	
Takes a positive approach to self-development	X		X	X	
Demonstrate commitment to corporate processes and ensure these are delivered at all times	X		X	X	
Knowledge of the geography, culture, and issues of the West Midlands		X	X	X	
Strong knowledge and understanding of local government including the directly elected mayoral model.		X	X	X	

Proficient in using Word, Excel, and PowerPoint to an intermediate level, with a demonstrated ability to efficiently create, edit, and present documents, spreadsheets, and presentations.	X		X	X	
Effective time management skills and ability to work independently as well as a member of a cross-functional team.	X		X	X	
Awareness of data protection legislation and processing requirements		X		X	
Qualification / Education / Training	E	D	A*	I*	T*
Maths and English at GCSE or equivalent, or relevant work experience	X		X	X	
University graduate in a related subject area		X	X	X	

***Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing 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, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA 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 West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.

Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☒	Yes ☒	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☒	Yes ☐	No ☒

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family