



Job Description

Post Title: Executive Assistant to the Mayor & Chief of Staff

Directorate: Mayoral Team

Reports to: Mayoral Support Manager

Direct Reports: 0

Salary Band: SP31-SP35

Key Relationships: Mayor, Chief of Staff, Mayoral Support Manager

Role Purpose

The Executive Assistant to the Mayor and Chief of Staff is an integral role within the West Midlands Combined Authority which involves:

- Providing an exceptional diary management and executive PA support service to the Mayor and Chief of Staff, often with minimal supervision.
- Assisting the Mayoral Support Manager and Policy and Casework Officer to provide an excellent office and administration function to the Mayor and Chief of Staff.
- Maintaining excellent relationships with the administrative support officers for the Chief Executive, Executive Directors and wider Combined Authority team.
- The provision of excellent customer service to a wide range of external stakeholders to ensure effective and efficient communications and support for the Mayor's Office.

Responsibilities

- Responsibility for maintaining a complex schedule and electronic diary accurately, making informed judgements based on understanding competing demands, and prioritising appointments appropriately.
- Organising meetings, inviting appropriate attendees, booking meeting rooms and refreshments as required. Responding to meeting requests for the Mayor and Chief of Staff and liaising with officers of WMCA and members of external organisations over meeting, visit and event arrangements and ensuring those arrangements are communicated effectively.

- Ensuring officer briefings are available for the Mayor and Chief of Staff in a timely manner.
- Making travel and accommodation arrangements as required.
- Making any special arrangements for meetings or events as required.
- Overall responsibility for managing incoming and outgoing invitations, managing a timely and effective service which promotes the reputation of WMCA as efficient and responsive, seeking advice from the Mayoral Support Manager where appropriate.
- Overall responsibility for arranging, providing papers and agendas, and following up from the Mayor's Diary Management meetings. To assist the Mayor and Chief of Staff in ensuring they are fully prepared and briefed for meetings, including the collation of briefing materials, reports and any other documentation required ensuring that the content is relevant and accurate and style and layout is appropriate.
- Providing welcome and hospitality for all visitors, internal and external, for the Mayor and Chief of Staff.
- Ensuring all information is recorded in the diary and is easily accessible to the Mayor and Chief of Staff and colleagues within the Mayor's Office.
- Ensuring gifts and hospitality are recorded and declared in a timely manner.
- Helping promote the WMCA's image and reputation by ensuring that the Mayor's office provides a professional, courteous and responsive service at all times.
- Working with the rest of the Mayor's Office to provide an excellent 'private office' service to the Mayor and taking on service management tasks as needed.
- Implementing and maintaining electronic and other systems and databases to maximise effectiveness.
- Provide and ensure that support and assistance is available for projects and services being implemented by WMCA, using calendar and rotas as and when required.
- Ad-hoc project management activities where required, including creating and own Teams channels.
- Undertake relevant research and development of information and initiatives, analysing information and producing expository notes, production of management data and information, and development of presentations, reports and other materials as required.
- Liaise on a regular basis with the Senior Managers, Management Team, other colleagues within WMCA, Members, and where necessary, Officers of District Councils and Operators to progress relevant issues ensuring known deadlines are met.
- Support Senior Managers through the development and review of their forward plans in coordination with other Senior Managers.

- Manage and plan cover arrangements ensuring that sickness/holiday absences, lunch breaks, etc are adequately resourced.
- Holiday management for senior managers including holiday monitoring, ensuring processes are adhered to and offering guidance regarding the process.
- Attend meetings and staff events as required with or on behalf of designated Senior Managers, demonstrating support for initiatives taking place within WMCA and providing feedback to Senior Managers in their absence.
- Prepare and deliver any monthly reporting required and support the SLT member with drafting any correspondence as needed
- Onboard new starters and make sure they are aware of all WMCA policies/ procedures to ensure they are competent to start their new role and have a point of contact.
- Provide support when recruiting employees, by ensuring the team is effectively resourced by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment.
- Ensure resources and systems are in place to support sourcing and recruitment. Provide process advice to managers regarding recruitment and hold inductions with new starters.
- Assist in the monitoring of relevant budgets, monitoring items under this heading and processing/authorising payment of relevant invoices as appropriate using the WMCA financial Systems (Business World).
- If required, monitor the use of the team’s corporate credit card and ensure all usage is line with WMCA policy. Completing credit card proformas within policy timescales for Senior Managers as appropriate.
- Review purchase orders to ensure information is correct, chasing approvals and checking coding is correct, and amending where required.
- Monitor expenses and credit management, order, monitor professional fees and aid with expense claims.
- Support Mayoral Support Manager with the team business plan and monitor the business plan.

Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			Assessment Method		
Experience	E	D	App*	Int**	Other***
Extensive knowledge and experience of Outlook and Microsoft Office suite.	X				
Experience of providing administrative support to senior leaders in the corporate, public or voluntary sector	X				

Experience of working with members/MPs/ministers/senior local government officers.		X			
Strong knowledge and understanding of local government including the directly elected mayoral model.		X			
Experience of operating in a busy, demanding and pressurised environment.	X				
Experience of managing a busy and complex diary.	X				
Experience of handling confidential information sensitively.	X				
Experience of dealing with residents in a front-facing manner and of negotiating satisfactory resolutions to difficult problems.		X			
Skills/Knowledge/Abilities	E	D	App	Int	Other
Persuasive written and verbal communication skills; able to act with sensitivity and tact, to inform, advise and persuade and have the confidence and ability to deal with a wide range of people and situations.	X				
Able to work in a confidential environment, using a high level of discretion.	X				
Exceptional organisational skills with a good eye for detail.	X				
Ability to work on own initiative, prioritise own work and manage a significant and varied workload, often with competing demands.	X				
Ability to deal diplomatically with difficult situations and individuals	X				
Ability to apply a logical and practical approach to problem solving and to deal with problems constructively and effectively.		X			
Broad experience with Microsoft packages.	X				
Good interpersonal skills; able to demonstrate tact and diplomacy when dealing with people at all levels.	X				
Displays resilience, skills and reliability under pressure.		X			
Demonstrates confidence and assertiveness as necessary.	X				
Ability to interact confidently senior contacts from other organisations.		X			
Qualifications/ Professional Memberships	E	D	App	Int	Other
Educated to A level or has equivalent work experience.	X				

* Application

** Interview

*** Details will be shared at interview stage

Core Expectations

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 Focused	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.

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 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.

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 WMCA Constituent area on a regular basis