

## Executive Assistant to Assistant Chief Executive Officer

---

**Department:** Cabinet Office

**Division:** People, Policy and Digital

**Reports to:** Head of Business Support

**JE Ref:** CB1003

**Grade:** CS08

**JE Date:** 22/02/2023

### Job purpose

This role will support the Assistant Chief Executive Officer and wider People, Policy and Digital in overall coordination, planning, and executive meeting preparation and follow-up.

The post holder will oversee the delivery of business as usual requirements for the Assistant Chief Executive Officer, and wider Departmental needs. The role will focus on co-ordinating delivery of effective and efficient confidential, comprehensive administrative services to both internal and external stakeholders.

### Job specific outcomes

1. Provide a high-level specialist administrative support, using initiative and drawing on experience to anticipate business needs. Provide coaching and guidance to colleagues or stakeholders, to ensure a consistent level of service
2. Take ownership for the data quality and consistency of service provided, including the production of professional level documentation, which adheres to brand guidelines, following policy/procedure where required and is legal/data protection compliant.
3. Identify potential areas of quality, performance and risk, developing and implementing corrective action plans for resolution, working in collaboration with stakeholders. Provide general guidance and recommendations on how to prevent or manage similar situations in the future.
4. Provide financial support to stakeholders to ensure that all financial aspects of the services are maintained in accordance with financial directions and efficiently managed to support the management of budgets and spend activity.
5. Proactive in terms of spotting opportunities where improvements can be made to services, promoting a culture of continuous improvement, high quality service and efficiency.

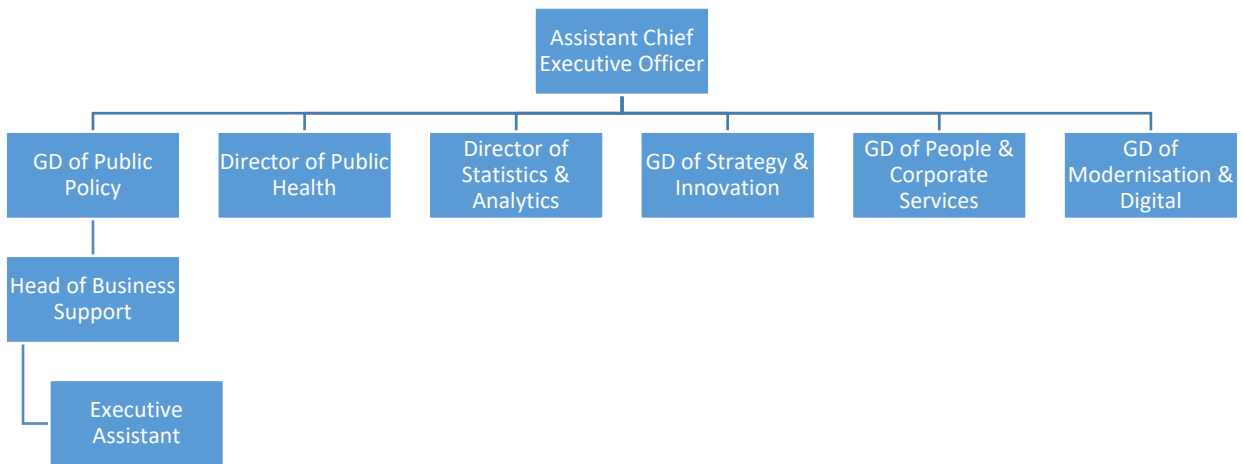
6. Coordinate all travel and accommodation requirements, reconciling expense reports ensuring deadlines are achieved and work is appropriately prioritised to deliver against required targets and objectives.
7. Work collaboratively with the Assistant Chief Executive Officer and other Directors and Heads of Service, to coordinate arrangements for the administration of meetings, ensure timely dissemination of minutes and actively follow up on outstanding actions.
8. Co-ordinate and collate statutory reporting for People, Policy and Digital and responses to Minister's questions in order to complete draft responses and manage deadlines appropriately, recording an audit trail of all responses.
9. Produce publishing Articles and content for the OurGov intranet site, manage two-way engagement with colleagues and Internal Communications to ensure up to date information is available. Liaise with other internal departments to update the Government website and ensure content relevant to People, Policy and Digital is current.
10. Ensure the development, promotion and monitoring of initiatives to improve the efficiency and general administration of People, Policy and Digital and its key services, so that the Directors and Senior Leadership Teams are kept advised of prospective improvements to the department's administration and to ensure the department is quick to respond to any administrative challenges or opportunities which arise.

### **Statutory responsibilities**

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

---

## Organisation chart



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Possess an NVQ Level 3 in management and leadership, or Level 5 Management qualification or equivalent level of experience in a management/leadership capacity	Project Management qualification or experience
<b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a</i>	Excellent administrative and literacy skills with a high level of accuracy. Understanding of the principles of GDPR.	Good understanding of records-management, data protection and freedom of information legislation

<p><i>defined system, practice, method or procedure).</i></p>	<p>Has a level of theoretical understanding to be able to handle situations by working out problems from first principles as required; Knowledge of people management activities, understanding of how to communicate effectively with colleagues in a diverse environment.</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Excellent project coordination and delivery experience is essential in addition to the ability to navigate around potential roadblocks throughout the organisation.</p> <p>Understanding of the role of good practice in document storage and retention. Understanding of what constitutes excellent customer service and how to deliver it in practice.</p> <p>Excellent knowledge of Microsoft office applications and familiar with other IT software to produce high quality documents efficiently. Be able to use, promote and train others on a wide variety of IT software.</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to communicate/ present complex information concisely and to a non-technical audience.</p> <p>People management skills, to be able to manage / supervise a team engaged in straightforward / routine tasks;</p>	

	<p>Demonstrates business maturity and integrity, especially when dealing with highly confidential information;</p> <p>Strong analytical and problem-solving ability.</p> <p>Excellent inter-personal skills, with the ability to communicate with senior members of staff and wider stakeholders to ensure that they will adhere to information management protocols.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Administrative specialist, combined with industry experience, in a professional service area;</p> <p>Experience ensuring a company's policies and procedures comply with regulatory standards;</p> <p>Experience of extracting, analysing and reporting on data; Substantial, broad practical work experience delivering complex administrative support across a complex service model;</p> <p>Comfortable balancing multiple, competing priorities and changes in scope/direction.</p>	
<p><b>Criteria relating to Safeguarding</b> <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p><i>None anticipated</i></p>	

## Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.