

## **JOB DESCRIPTION**

<b><u>Job Title</u></b>	Executive Support Advisor
<b><u>Reports to</u></b>	Senior PA to Chief Fire Officer and Manager of the Executive Support Office
<b><u>Reporting staff</u></b>	None

### **Job Purpose**

To provide administrative support to the Executive Support function including reception and switchboard services.

To provide executive support to one particular Director, ensuring they operate with maximum effectiveness and efficiency by ensuring they are fully prepared, supported and organised, with access to necessary information, documentation and resources at all times.

To support key internal committees and meetings, including the preparation and coordination of agendas, papers, minutes and follow-up actions.

To support the Director through the research, compilation and production of information, reports and presentations, enabling informed decision-making and effective communication across the organisation.

### **Generic Responsibilities/Job Family**

General

To provide a range of general or administrative services which may include word processing, reception, post, and filing duties.

To deal with initial enquiries via telephone or other media and respond appropriately or direct callers to appropriate services.

To create, maintain and interrogate data systems, ensuring the integrity and safekeeping of all data.

## **Specific Responsibilities**

<b>1</b>	Provide switchboard services received by phone and email from Service users and members of the public, directing them to the appropriate teams and individuals. Taking messages on behalf of other staff, dealing with routine queries and giving appropriate guidance when required.
<b>2</b>	Administer the Services process for compliments and complaints, directing and monitoring officers to investigate to ensure timely completion against corporate standards.
<b>3</b>	Process travel and accommodation requests for the Service, including the Strategic Leadership Team.
<b>4</b>	Coordinate certificates and presentations for employees leaving the organisation.
<b>5</b>	Oversee bookings for meeting rooms at headquarters, to include external bookings for facilities and general housekeeping of headquarters.
<b>6</b>	Produce high quality documents, briefing papers, reports and presentation as requested by their Director or the Strategic Leadership Team.
<b>7</b>	To cover for the Executive Personal Assistants to ensure the day-to-day schedules of all members of the Strategic Leadership Team run smoothly, by providing diary management, itineraries, deadline reminders, mileage and expenses claims and appropriate documentation as required. Assist with Democratic Services and Communications team when required, organising catering, setting up, greeting attendees and clearing rooms.
<b>8</b>	Organise, coordinate and minute internal and external meetings and support members of the Strategic Leadership Team in ensuring they are well prepared.
<b>9</b>	Ensure the smooth operation of a Director's daily schedule by managing diaries, preparing itineraries and providing timely and accurate documentation.
<b>10</b>	Provide other office services as required, including collation of data, photocopying, scanning, distribution of information, raising purchase orders, maintaining stationery supplies and welfare supplies, processing incoming and outgoing post and organising catering when required.
<b>11</b>	Understand, demonstrate, and apply good practice in relation to the GDPR and other relevant legislation and organisational guidelines concerning the holding and use of data.