**SOUTH YORKSHIRE FIRE & RESCUE**

**JOB DESCRIPTION**

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| **POST TITLE** | Executive Assistant |
| **GRADE** | Grade 7 |
| **FUNCTION** | Executive Support |
| **PERMANENT BASE** | SYFR Headquarters Sheffield / Agile Working |
| **RESPONSIBLE TO** | Chief Fire Officer/Chief Executive |
| **RESPONSIBLE FOR** | 2 x Personal Assistants  |

**OVERALL PURPOSE OF JOB**

**•** Provision of a comprehensive executive support service to the Chief Fire Officer/Chief Executive and the Senior Leadership Team.

• Management of the Executive Support Team and all related services.

• Effective organisation and delivery of the service’s long service awards ceremonies.

**MAIN RESPONSIBILITIES**

1 Proactively manage the CFO/CE diary, accommodating regular complex changes in the schedule and identify diary conflicts so that key deadlines are met and responsibilities fulfilled.

2 Ensure that all meetings are effectively planned and scheduled, and that sufficient preparatory action is taken ahead of all meetings so that the CFO/CE is appropriately prepared.

3 Proactively organise and forward plan strategic meetings. Organise the cycle of meetings, ensuring timetables and deadline are met. Work with the Senior Leadership Team to proactively arrange regular meetings, mapping out complex cross diaries a year in advance.

4 Call for and collate agenda items, prepare and publish agendas and meeting packs.

5 Attend and minute meetings, providing accurate and timely records, tracking actions and maintaining decision and record logs.

6 Organise the annual long service ceremonies which involves identifying recipients, ordering medals and awards, organising the venue, catering, guest lists etc.

7 Monitor the long service recognition of recipients. Forward plan for future recipients, deal with queries from individuals around long service, and work with the People Function to ensure consistency and continuity.

8 Deal with outgoing communications for the CFO/CE including drafting of responses.

9 Liaise with partners and external bodies including other emergency services, Local Resilience Forum, the National Fire Chiefs’ Council, Government officials, Members of Parliament, Fire & Rescue Authority Members, Union Representatives, local dignitaries and members of the general public.

10 Develop and maintain confidential records and electronic document filing systems in line with data protection policies and procedures.

11 Management of a corporate credit card.

12 Organise all the necessary arrangements for meetings including travel arrangements, hotel accommodation and preparation of documentation.

13 Maintain a detailed understanding of national, regional and local initiatives and developments that impact on South Yorkshire Fire & Rescue.

14 Ensure relevant information is communicated to/from the Senior Leadership Team and other relevant parties. Build and maintain strong working relationships with all functions and departments within SYFR.

15 Provide leadership to the Executive Support Team ensuring all performance objectives are achieved and resources are appropriately deployed.

16 Encourage new ways of working throughout the Executive Support Team, adopting an innovative approach to service delivery by considering all opportunities to improve performance.

17 Undertake full line management responsibilities for 2 Personal Assistants including carrying out recruitment and induction, personal reviews, arranging office cover and dealing with performance, absence and discipline issues.

18 Ensure a structured programme of learning and development is developed and implemented for the Executive Support Team that will ensure resilience at all times.

19 Lead on the development and implementation of business continuity arrangements for the Executive Support Team. 

20 Comply at all times with the employee code of conduct, service behaviours and code of ethics for fire and rescue staff.

21 Fully participate in the service’s personal review process appropriate to the requirements of the role.

22 Successfully complete any training and development opportunities required for the role.

23 Practice and promote the service’s equality and diversity, and health, safety and wellbeing, policies.

24 Ensure risk is managed effectively within the section in accordance with the service’s strategies and plans.

25 Be responsible for the accurate and appropriate security and processing of data, ensuring compliance with organisational policies and procedures (ie, data protection).

26 Proactively identify and support continuous improvements to ways of working within own areas of responsibility, the wider team and the organisation.

27 Carry out other duties from time to time as required, appropriate to the grading of this post.

**ANY OTHER INFORMATION** (including special conditions of service)

Flexi Time

**NOTE:** This document is produced as a guide to the general nature of the post, and the list of duties is neither exhaustive nor exclusive.

**PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Educated to at least A level or equivalent or significant relevant experience  | x |  |
| Recognised business administration qualification at least NVQ level 3 or equivalent. |  | x |
| Recognised management qualification at least NVQ level 3 or equivalent. |  | x |
| **Knowledge and Skills** |  |  |
| Excellent working knowledge of Microsoft Office 365 including Word, Excel, PowerPoint, MS Teams, hybrid meetings.  | x |  |
| Knowledge of using Artificial Intelligence (AI). |  | x |
| Logical thinker with excellent problem solving skills | x |  |
| To demonstrate excellent time management skills and manage own workload.  | x |  |
| **Experience** |  |  |
| Experience of working in an Executive Assistant position at a strategic level. | x |  |
| Experience of supporting meetings including preparing agendas, taking minutes, monitoring actions and recording decisions. | x |  |
| Experience in managing multiple diaries in an ever changing environment. | x |  |
| Experience of managing/supervising a team or a willingness to undertake qualification and training. | x |  |
| Experience of organising and managing events. | x |  |
| Supporting key deliverables on behalf of the Senior Leadership Team. |  | x |
| **Personal Effectiveness** |  |  |
| Confident and professional manner and ability to act with discretion and diplomacy at all times. | x |  |
| A proactive approach in supporting senior leaders. | x |  |
| Willingness and ability to be flexible and resilient to meet changing needs and priorities. | x |  |
| Ability to work under pressure and deal with conflicting demands. | x |  |
| Ability to exercise initiative and tact. | x |  |
| Excellent communication skills. | x |  |
| Confidence to suggest change and challenge existing procedures. | x |  |