JOB DESCRIPTION

SECTION ONE

<table>
<thead>
<tr>
<th>Service:</th>
<th>Housing</th>
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<tbody>
<tr>
<td>Post Title:</td>
<td>Executive Assistant</td>
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<tr>
<td>Grade:</td>
<td>23-25</td>
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<tr>
<td>Post Number:</td>
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SECTION TWO

Responsible to: Head of Housing
Responsible for: -

SECTION THREE – Overall purpose of job

To provide support to the Head of Housing and other members of Housing Management Team and to assist with the delivery of a customer focussed service.

SECTION FOUR – Principal Responsibilities

1. Provide business support to the Head of Housing and other members of Housing Management Team.

2. Manage the time commitments of the Head of Housing.

3. Act as initial point of contact for all incoming communications to the Head of Housing; review correspondence, direct to appropriate officers and ensure prompt follow-up.

4. Deal with all councillor enquiries, co-ordinate draft responses to these inquiries, in conjunction with responsible managers and enter all inquiries into a log.

5. Deal with media enquiries and co-ordinate responses in conjunction with managers and elected members, as appropriate.

6. Arrange meetings, prepare agendas, record and draft minutes as requested.

7. Undertake research and project work for the Head of Housing including the preparation of presentations.

8. Manage and monitor responses to customer complaints, ensure that complaints are answered within the relevant timescales and liaise with the Council's Executive Liaison Officer and other officers, as appropriate.
9. To monitor and progress-chase action on all outstanding items, and ensure all commitments are honoured.

10. Contribute to the financial management of the service unit through monitoring payment of invoices, raising and approval of orders and invoices.

11. Arrange special events including consultation meetings, team awaydays, awards ceremonies and scheme openings, as required.

11. Design and manage the induction programme for new members of staff and arrange IT access, parking permits and identity cards for new starters.

12. Co-ordinate the recording of annual leave and other staffing issues affecting the service unit as a whole.

SECTION FIVE – Main levels of contact

**Internal:** Elected Members, Managing Director, Executive Directors, heads of service, managers, staff across the Council.

**External:** Partner organisations, contractors, tenants and residents and their representatives, community groups, other members of the public, Government bodies

SECTION 6 – Special features of the post

The concept of team working means that a flexible approach to work areas is required from the post holder. The work areas identified above are not exhaustive and only represent current principal tasks. The post holder may be required therefore to carry out other such duties as the Head of Housing may determine from time to time. However, the level of responsibility of such duties will not exceed the responsibility levels of the above.

SECTION SEVEN

<table>
<thead>
<tr>
<th>Job Description prepared by: (Manager)</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Approved by: (Personnel)</td>
<td>Date</td>
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<tr>
<td>Agreed by: (Post holder)</td>
<td>Date</td>
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