# JOB DESCRIPTION

## SECTION ONE

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

## SECTION TWO

- Responsible to: Head of Development Services
- Responsible for: N/A

## SECTION THREE – Overall purpose of job

To provide support to the Head of Development Services and Managers and to assist with the delivery of customer focussed development services.

## SECTION FOUR – Principal Responsibilities

1. Act as support officer to the Head of Development Services and Managers.

2. Review and ‘filter’ all correspondence to the Head of Development Services, exercising judgement based upon guidance received, directing correspondence as appropriate to the Head of Development Services, Development Managers or other officers as appropriate.

3. Undertake research and project work on behalf of the Head of Development Services as required.

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

5. Deal with media enquiries and co-ordinate responses to these inquiries, in conjunction with responsible managers and elected members.

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

7. Manage the time commitments of the Head of Development Services.

8. Manage response to complex customer enquiries and provide accessible customer information in a range of media, including by letter, telephone, email and face-to-face.

## SECTION FOUR (continued)
9. Contribute to the financial management of the service unit through monitoring payment of invoices, raising orders on behalf of Managers/Officers and the approval of orders and invoices.

10. Manage and monitor responses to customer complaints through liaison with the Council’s Customer Liaison Officer and relevant officers within the service unit and elsewhere in the Council. Ensure that complaints are answered within the relevant timescales.

11. Prepare and co-ordinate customer satisfaction surveys, their assessment and make recommendations for service improvement in response to their results.

12. Monitor customer satisfaction and lead the development of service improvements informed by customer surveys, customer feedback and the Council's compliments, suggestions and complaints process.

13. Manage and monitor Freedom of Information requests through liaison with the FOI Officer and relevant officers within the service unit. Ensure that responses are answered within the relevant timescales.

14. To support the Head of Services and Managers with the co-ordination of recruitment within the service area.

15. Co-ordinate the recording of annual leave and other staffing issues affecting the service area.

16. Identify opportunities to improve customer service and deliver efficiencies, and manage the development and implementation of service improvement projects.

17. Manage the development and implementation of appropriate community engagement.

18. Co-ordination of performance management in the service unit including the collation of performance reports and making recommendations to achieve performance improvement.

19. Production of plans, maps, display material and presentations.

20. Assist with the design and co-ordination of community consultation activity.

21. Hosting guests to the service and organising visits to other organisations.

22. To support other Managers within the Service as demands allow.

SECTION FIVE – General Responsibilities
1. To meet and manage personal performance targets and contribute to team and service targets through personal endeavour and team working.

2. To deliver a high quality customer focussed service.

3. To identify opportunities to improve customer service, deliver efficiencies and respond to legislative changes, and contribute to the development and implementation of service improvement projects.

4. To champion the highest standards of behaviour and professionalism.

5. To communicate and champion the Council’s values, professional behaviours and priorities to employees, partners and the public.

6. To assist with the preparation of service plans.

7. To respond appropriately to customer enquiries and provide accessible customer information in a range of media, including by letter, telephone, email and face-to-face (both on site, in the office and through the Customer Service Centre).

8. To contribute to effective financial management through the responsible use of resources, ensuring that relevant fees and charges are collected, and that charges are placed on land where necessary.

9. To undertake professional development as appropriate, to ensure that knowledge and performance standards are maintained and developed.

10. To contribute to the development and implementation of appropriate community engagement.

11. To contribute positively to project teams (including development teams) as a project team member or leader.

SECTION SIX – Main levels of contact

<table>
<thead>
<tr>
<th>Internal:</th>
<th>All levels of staff within the organisation, elected members</th>
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<tbody>
<tr>
<td>External:</td>
<td>Outside agencies, professional &amp; non-professional members of the public, statutory undertakers, Government bodies and other external organisations</td>
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SECTION SEVEN