

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Place & Growth

POSTHOLDER

SECTION: Business Systems & Resources

GRADE: PO1

POST DESIGNATION (TITLE): Senior Executive Support Officer

Purpose of Job:

Responsible to the Head of Business, Systems and Resources Manager for:

- i. To provide high-level comprehensive executive and administrative support to the Director of Place and Growth, and the Directorate Management Team. The postholder will be responsible for the effective management of senior officer diaries, inboxes, meetings, correspondence and governance processes, ensuring that the Director and the senior leadership team are equipped to deliver the Directorate's priorities.
- ii. Managing key functions including executive correspondence, governance compliance, strategic diary and communications management,

The postholder will need to be a highly organised, proactive and confident individual who can work independently, exercise sound judgement, manage competing priorities and maintain absolute confidentiality when handling sensitive and politically sensitive information.

Main Duties:

- 1) Provide a professional executive support service to the Director of Place & Growth.
- 2) Manage complex electronic diaries, ensuring appointments, meetings, member briefings and external engagements are appropriately prioritised and scheduled.
- 3) Proactively manage calendars, identifying conflicts, arranging rescheduling where necessary and ensuring sufficient preparation time is allocated for key meetings and commitments. Exercise discretion to determine the most effective use of the Director's time in a politically sensitive environment.
- 4) Manage senior officer inboxes, reviewing incoming correspondence, prioritising actions, drafting responses where appropriate and ensuring timely allocation and follow-up of actions.

- 5) Act as a first point of contact for all communications to the Director, including from Councillors, MPs, senior officers and external partners responding to enquiries professionally and ensuring matters are directed appropriately.
- 6) Prepare agendas, coordinate meeting arrangements, collate papers, distribute documentation and ensure actions arising from meetings are recorded and monitored.
- 7) Arrange and support meetings involving senior officers, elected Members, external partners, consultants, developers, government agencies and other stakeholders.
- 8) Produce, format and quality assure reports, presentations, briefing notes, correspondence and other documentation on behalf of senior officers.
- 9) Coordinate complex travel, accommodation, and conference arrangements for the DLT, ensuring cost-effectiveness, compliance with Council policies, and alignment with senior officers' commitments. Exercise judgement to prioritise competing demands and ensure seamless logistical support for national, regional, and cross sector engagement.

Directorate Coordination and Governance

- 10) Assist with the co-ordination of Directorate's response to complaints, Members' enquiries, Freedom of Information requests, Ombudsman matters and other corporate enquiries, monitoring performance against deadlines.
- 11) Maintain tracking systems to ensure that actions, correspondence and enquiries are monitored and completed within required timescales.
- 12) Administer and maintain Directorate registers including:
 - Gifts and Hospitality Register
 - Declarations of Interest Register
 - Other governance records as required
- 13) Ensure governance records are maintained accurately and in accordance with Council policies and statutory requirements.
- 14) Support the preparation and submission of reports, briefings and corporate returns required by senior management, Corporate Management Team and Members.
- 15) Maintain confidential records and ensure information is processed in accordance with Data Protection legislation and Council policies.

Communications and Engagement

- 16) Lead on the coordination and publication of Directorate communications, including regular staff newsletters and internal updates.
- 17) Work with services across the Directorate to gather content and promote achievements, initiatives, projects and corporate messages.

- 18) Maintain and regularly update the Place & Growth intranet pages, ensuring information remains accurate, relevant and accessible.
- 19) Support the organisation of Directorate staff events, briefings, engagement sessions and communications activities.
- 20) Develop and maintain effective working relationships with colleagues across the Council and external partners.
- 21) Apply political sensitivity and strategic judgement to determine the appropriate route for each enquiry, responding directly, allocating to senior managers, or escalating to the attention of the Director where necessary. Track and oversee follow-up to ensure high standards of service and accountability are maintained.

Administrative and Business Support

- 22) Undertake research and information gathering to support projects, programmes and strategic initiatives across the Directorate.
- 23) Compile reports, presentations, performance information and management data as required.
- 24) Create and maintain spreadsheets, databases and monitoring systems to support Directorate operations.
- 25) Manage electronic and physical records in accordance with document retention and records management procedures.
- 26) Monitor shared mailboxes and team workflows where required.
- 27) Support procurement, purchase orders, invoice processing and other business administration activities where appropriate.
- 28) Assist with induction and training of newly appointed Executive Support Officers and temporary staff.
- 29) Deputise for other Executive Support Officers and provide resilience across the wider executive support function as required.
- 30) To undertake any other work appropriate to the level and general nature of the post's duties.
- 31) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 32) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 33) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness,

taking ownership, working towards doing things better and working together across the council.

- 34) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to: