

## CORPORATE SERVICES DIRECTORATE

### **EXECUTIVE SUPPORT MANAGER**

(Band D, Full time (37.5 hours/week), permanent)

#### **Purpose**

Provide a highly effective and proactive personal business support to the Chief Executive and Deputy Chief Executive, as well as leading the Exec Support team, in providing an efficient and pro-active service to the Board and Executive team and the wider organisation.

#### **Responsibilities**

- Lead and manage the Executive Support team, to provide a professional, pro-active and comprehensive support service to the Board and Executive team, as well as across the organisation.
- Ensure Board and Committee meetings are effectively resourced and supported and work closely with the clerk(s) to the board and senior management to design and implement effective processes to ensure the efficient and high quality delivery of the board programme of work.
- Personal Assistant to Chief Executive and Deputy Chief Executive, with responsibility to:
  - Act as the first point of contact, and filter, for all internal or external queries directed to the Chief Executive and Deputy Chief Executive. Respond to and process all forms of communication coming into the offices of the Chief Executive and Deputy Chief Executive effectively, courteously and timeously;
  - Delegate, on behalf of the Executive team, more routine communications to the appropriate member of staff to address, seeking responses by a defined deadline. Co-ordinate and monitor progress on actions delegated by the Executive Team, ensuring that deadlines are met;
  - Effectively and efficiently deliver all PA tasks as required including diary and email management including protecting time needed away from meetings to deliver key pieces of work, arranging meetings, liaising with partners, minute taking, attendance at meetings as required, event support, travel and accommodation arrangements where necessary.
  - Maintain the confidentiality of all sensitive communications coming through the offices of the Chief Executive and Deputy Chief Executive.
  - Ensure effective coordination of communications between Chief Executive and Deputy Chief Executive and the Board Convener / Deputy Convener through leadership of the Clerk(s) to the board.
- Track and monitor the progress of actions, tasks or work on behalf of the Chief Executive and Deputy Chief and in particular deliver/monitor actions arising from Executive and Senior Management team meetings.
- Secretariat support to weekly Senior Management Team meetings including

attendance, minute taking, completing or delegating actions and preparing or presenting information as required.

- Prepare documents, briefings, reports and correspondence, which may, due to the subject matter, require sensitivity, discretion, judgement or negotiation.
- Support and co-ordinate the planning and management of visits by Scottish Ministers and senior officials from partner organisations hosted by the Executive Team including liaison with their offices and internal stakeholders.
- Liaise with appropriate people (at all levels of seniority both within the NPA and externally) to resolve issues that impact on the delivery of day to day business. Advise the Chief Executive and / or Deputy on unresolved issues that need to be addressed.
- Board and Committee meetings:
  - Manage and co-ordinate secretarial support to the Board and Committee meetings, providing direct support if required, producing accurate outputs within agreed timescales to a high standard, formatting, collating and distribution of Papers and ensuring deadlines are met.
- Support the Deputy Chief Executive, Head of Organisational Development and Governance and Reporting manager in the coordination, oversight and reporting on a range of corporate governance and compliance areas including information requests, complaints, audit recommendations and actions, data management compliance and any other area which may require confidential, sensitive and proactive support.
- Ensure Corporate processes are followed and implemented within the executive team and corporate services this may include finance, data management and HR processes.
- Ensure effective management of corporate mailboxes within the exec office, pro-actively dealing with queries and requests.
- Participate in wider administrative support and cover arrangements as required, including reception duties on a rota'd basis.
- Undertake any other duties appropriate to the grade as required.

### **General**

- Line managing staff to ensure efficient and effective delivery of the relevant parts of the Corporate and Operational Plans. Ensure effective performance of staff and prepare appraisal reports for staff, identify and help to meet training and development needs and ensure staff follow Health and Safety procedures, and contribute to recruitment of staff as appropriate.
- Contribute to the work of the Corporate Services Directorate and CNPA as a whole and ensuring compliance with financial procedures;
- Contribute to the delivery of the National Park Partnership Plan; and,
- To conduct other work, as necessary. All post holders are required to be flexible with regards their job description so that the organisation can adapt to new opportunities and priorities over time. The post-holder may also have to provide absence cover for key staff such as the Clerk to the Board to ensure effective governance and operations at all times.

### **Knowledge, experience and training**

**ESSENTIAL**

- Must have previous experience of managing a team within an administrative environment;
- Experience of providing PA and secretariat support to a Senior Management Team and formal board or committee including preparation of papers and minute taking
- Previous experience of working direct to and influencing senior management, both internal and external
- Excellent written and oral communication skills.
- Excellent interpersonal, organisation and planning skills.
- Information gathering and analysis skills with attention to detail and accuracy.
- Initiative, problem solving and strong decision making ability.
- Ability to work under pressure and prioritising conflicting demands to meet deadlines whilst maintaining a high standard of work
- Experience of working with confidential or sensitive matters or material
- Must have an in-depth knowledge of Outlook, Microsoft Word, Excel and Powerpoint;
- Have a pro-active, flexible approach and outlook and be able to apply skills and intellect to a range of tasks and issues.
- Flexible approach to working hours as evening and weekend working may be required occasionally.

**DESIRABLE**

- Relevant qualification in Administration and Technology;
- An understanding of the purpose and aims of the National Park;
- Previous experience of working in the Public Sector;
- Previous experience of implementing quality assurance or improvement processes in an administrative environment.
- Knowledge of the Gaelic language

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