Job description

Executive Assistant to Executive Members

- Grade: PO1
- Reports to: Member Development and Support Manager
- Direct reports: None
- Your team: Leaders Office and Member Support
- Service area: Law and Governance
- Directorate: Resources

Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

This post requires a DBS check at the appropriate level (Basic)

This post is subject to the council's declaration of interest procedure

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future**.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The role is responsible for providing high-quality executive, administrative and secretarial support to Executive Members, ensuring effective coordination of diaries, correspondence, meetings, and associated administrative processes to enable Executive Members to fulfil their leadership and decision-making responsibilities effectively. The role operates with a high level of autonomy and judgement, acting as a key coordination point between Executive Members, members of the public, senior officers, council services and external stakeholders to ensure issues, enquiries and priorities are progressed appropriately. The postholder must exercise discretion and political awareness when handling sensitive or high-profile matters on behalf of Executive Members.

Key responsibilities

- Provide high-quality executive, administrative and secretarial support to Executive Members, ensuring effective coordination of diaries, correspondence, meetings, and associated administrative processes to enable Executive Members to fulfil their leadership and decision-making responsibilities effectively.
- Act as a primary point of professional contact for Executive Members, managing incoming communications from councillors, senior officers, partner organisations, stakeholders and members of the public, ensuring enquiries are handled appropriately and that member casework is directed to the centralised corporate team for action.
- Exercise judgement in assessing the urgency and significance of issues raised, determining appropriate actions and escalating matters where necessary to ensure timely resolution.
- Assist the Executive Member by promptly directing service requests, complaints, and member enquiries to the appropriate digital council channels, while also highlighting any personal or political sensitivities. Provide the member with updates on outstanding cases that help clarify the progress and outcomes of these activities.
- Act as an intermediary between the corporate casework team and the Executive Member, facilitating the Executive Member’s approval of responses to casework and actioning updates to casework via the Executive Member’s link.
- Manage complex and demanding diaries and schedules, including arranging internal and external meetings, briefings, visits and events, ensuring Executive Members are fully briefed, prepared, and supported with accurate documentation, background information and logistical arrangements. Proactively manage competing priorities and make informed decisions regarding scheduling, ensuring Executive Members time is used effectively in line with strategic priorities and emerging issues.
- Ensure the effective coordination and management of correspondence, including monitoring Executive Members’ inboxes, prioritising communications, drafting responses, and liaising with council services to obtain information required to support informed responses.
- Ensuring that the Executive Member’s reports to committees and the Executive, and other formal decision papers for approval or comment, are received when expected, and that comments and feedback are sent to colleagues by the relevant deadlines. Support the coordination of governance processes relating to Executive decision-making, ensuring deadlines are met and information is communicated between officers and Members effectively.

- Maintain a comprehensive understanding of Executive Members portfolios, priorities, programmes and strategic objectives, enabling proactive diary management, forward planning, and effective coordination of meetings, briefings and stakeholder engagement. Monitor emerging issues across the portfolio and ensure Executive Members are briefed on relevant developments, risks or opportunities.

- Provide strictly confidential administrative and executive support, handling sensitive political, organisational and personal information with discretion, ensuring compliance with GDPR, information governance policies, and organisational protocols.

- Coordinate, organise and support meetings and engagement activity, including scheduling meetings, preparing and distributing agendas and papers, attending meetings where required, and ensuring accurate recording and follow-up of actions. Monitor and track actions arising from meetings, correspondence and enquiries on behalf of Executive Members, ensuring progress is followed up with relevant services and outcomes reported back to the Executive Member.

- Develop and maintain effective administrative and information management systems, including filing systems, contact databases, tracking tools and document management processes, ensuring information is accessible, accurate, and compliant with corporate requirements.

- Support effective working relationships between Executive Members, officers and key stakeholders, facilitating communication, coordinating meetings, and ensuring the smooth flow of information between relevant parties. Act as a liaison point between Executive Members and senior officers to ensure actions, enquiries and commitments are progressed and resolved.

- Support forward planning and operational coordination, ensuring Executive Members' commitments are balanced, aligned with priorities, and delivered efficiently, identifying potential conflicts and resolving scheduling or administrative issues proactively.

- Provide flexible team support and cross-cover arrangements, working collaboratively with other Executive Assistants and Democratic Services colleagues to ensure continuity of support, resilience across the team, and consistent service delivery.

- Undertake project and administrative support work as directed, contributing to service improvement, organisational initiatives, and the development of efficient administrative processes that enhance support to Executive Members.

- Organise travel and accommodation when required and process travel, expenses and administrative claims in accordance with council procedures, maintaining accurate records and ensuring compliance with financial and administrative requirements.

- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	At least three years' experience as an Executive / Personal Assistant to someone in a senior role, preferably to someone in a public facing role in a complex organisation.	Essential
2	A good understanding of the role of elected members in local authorities.	Essential
3	Experience of resolving complex enquiries and managing data in accordance with the GDPR regulations.	Essential
4	Managing complex diaries and to efficiently manage correspondence and meeting papers.	Essential
5	Working in an organised and accurate way and to meet tight deadlines in a complex fast-moving environment, to prioritise work and ensure tasks are delivered on time and to a high standard.	Essential
6	Working using your own initiative and to work flexibly within a team with a willingness to participate in resolving problems and sharing tasks.	Essential

Point	Criteria description	Essential/desirable
7	Ability to make decisions within the requirements of the role regarding the management of Executive Members commitments, correspondence, service requests, complaints and members enquiries.	Essential
8	Building positive professional relationships with a wide range of people and managing with a range of issues appropriately, some of which may be highly confidential or sensitive.	Essential
9	Able to liaise confidently with senior officers, councillors and external stakeholders, ensuring effective communication and coordination of issues and responses.	Essential
10	Using information technology and to work innovatively to establish new practices and methods of working which improve support for members.	Essential
11	Able to use systems and tracking tools to monitor enquiries, actions and commitments, ensuring effective follow-up and resolution of issues.	Essential
12	Empathising with the concerns of elected members and residents and draft briefing notes from information provided by residents, colleagues and external partners.	Essential
13	Ability to be diplomatic and to respect and maintain confidentiality.	Essential

Our accreditations

Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.