

JOB DESCRIPTION

JOB DETAILS	
Post title:	Personal Assistant to the Chief Executive
Post grade:	F
Post number:	
Directorate:	Chief Executive
Section:	Executive Support
Reporting to:	Chief Executive
Line manager:	Yes
Date updated:	November 2025

MAIN PURPOSE OF JOB

To provide high quality one to one Executive Personal Assistant support to the Chief Executive of the Council to ensure their work is effectively and efficiently supported

- Working with the Admin Assistant, provide seamless cover support to other Director level officers as needed
- Line management responsibility of the Chief Executive administration function, allocating and monitoring work to outcome and performance
- To take a proactive role in directly supporting the work of the Chief Executive of the Council
- To service a range of meetings as required

Anticipated outcomes of post:

- The post will provide a high quality Executive administrative support service that allows the Council's most senior leaders to carry out their strategic priorities effectively. Persona
- They will receive a highly organised and effective service.
- The Chief Executive unit will run efficiently, providing highly organised cover for each other (where required) to the benefit of the Chief Executive and Directors.
- To contribute towards the effective organisation of decision-making arrangements of the Council to ensure the Council operates in an open and accountable way.

SPECIFIC DUTIES

- First point of contact for the Chief Executive, managing their mailbox and diary, ensuring that all meetings are appropriately prepared for and reprioritising their time to ensure they can operate efficiently.
- To deal with the full range of queries to the Chief Executive from members of the public, organisations and other individuals (for example Council Members, Members of Parliament and Council officers) in a prompt, courteous and informative manner.
- To ensure all media queries are passed to the Communications Team to lead the development of responses
- To research and collate information and statistics as required to enable the accurate drafting of briefings, reports, speeches, presentations, documents and correspondence for the approval of the Chief Executive

- To provide support for meetings, booking travel and accommodation or ensuring that visitors are accommodated where necessary.
- Responsible for handling highly sensitive and confidential information ensuring discretion and diplomacy.
- To prepare for and attend committee meetings and other meetings as directed, ensuring that all paperwork is provided, accommodation and refreshments are organised, accurate minutes are taken and that participants follow the terms of reference.
- Exercising judgement and discretion in determining priorities daily and ensuring that all callers/visitors for the Chief Executive receive the highest standards of customer care.
- Meeting and greeting visitors at all levels of seniority in a professional friendly manner.
- Responsible for accurately transcribing recorded or dictated minutes / information and compiling relevant documents within a tight deadline when required using the most efficient and effective approach
- To be responsible for managing, organising and co-ordinating the preparation of events, including visits to the organisation from external bodies (e.g. Local Government Association, Military establishments), ensuring that visitors are well accommodated at all times.
- In the absence of the Chief Executive, the postholder will be expected to ensure that agreed action and instructions are followed through by relevant officers, elected members and stakeholders. This includes confidently holding others to account, ensuring deadlines are met, and maintaining momentum on key priorities.
- As directed by the Chief Executive, but under own initiative work flexibly across the Chief Executive, Monitoring Officer and other Directors
Undertaking other duties (e.g. assistance with other PA/Admin support as required).
- Undertake training commensurate to the post.

ORGANISATIONAL CHART

Report to:	Line Management Responsibilities to:
- Chief Executive	- Executive Assistant

KEY WORKING RELATIONSHIPS

The key positions this post will interact with internally and externally, including any direct or indirect reports

External: Members of the public, partner agencies and other authorities.

Internal: Monitoring Officer, Leader of the Council, Borough Mayor, councillors, officers, Chief Executive, Directors and Associate Directors, all council staff.

RESOURCES

- Using the Council's financial system to order goods and services that are requested.
- Raising and payment of invoices in accordance with the Council's Financial Regulations.
- IT equipment
- Telephone
- Scanner
- Photo copier

PHYSICAL DEMANDS

we are **Open and Honest**

we are **Respectful**

we are **Inclusive**

- Normal physical effort.
- Manual handling of equipment (e.g. laptop and projector) and carrying boxes of paper.
- Use of equipment, lifting, typing speed/accuracy

MENTAL DEMANDS

- High concentration required.
- Frequent interruptions, conflicting priorities, and tight deadlines.
- Managing sensitive and confidential matters

WORKING ENVIRONMENT

- Normal working environment and conditions.
- To work outside normal office hours as and when required including evenings (and occasional weekends and Bank Holidays in the event of an emergency or for a pre-planned event where notice will be provided).

ALL STAFF RESPONSIBILITIES

- To adhere to all Council Policies
- To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.
- To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.
- Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness.
- All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
- The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
- The post is eligible for hybrid working.
- The post-holder must be committed to the Council's Core Values for employees –“Fostering a positive, inclusive and transparent environment for both the community and its workforce. The council's values are:-
- Open and Honest: Promotes trust, clarity, and accountability in all interactions and decision-making.
- Respectful: Emphasizes treating others with courtesy, listening to different viewpoints, and acknowledging diversity.
- Inclusive: Commits to creating an environment where everyone feels valued, heard, and represented, regardless of background or identity.

- These values support their overarching vision: "Supporting people, strengthening communities."

HEALTH AND SAFETY

- Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.
- To manage risk and to help formulate and comply with the Council's Corporate Health, Safety and Welfare Plan, and to ensure that both systems and premises under your control are maintained in an acceptable standard to ensure the risk management and health and safety of staff and visitors.

PERSON SPECIFICATION

Note for Candidate

All Candidates

- The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement. In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

Candidates who consider that they have a disability

- Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.
- If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.
- Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.
- If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

QUALIFICATIONS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Educated to NVQ Level 4 standard or equivalent.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form</i>
ECDL or equivalent experience.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form</i>
NVQ Level 4 Business Administration.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Application Form</i>
EXPERIENCE	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Highly proficient working knowledge of Microsoft Office and associated programmes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
An in-depth knowledge of a range of specialist administrative and organisational procedures e.g. production of reports, speeches, letters,	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>

presentations, travel arrangements and organisation of meetings and events.			
Ability to quickly understand the relevant terms of reference for meetings within the Council's constitution to ensure that appropriate constitutional advice can be provided to participants.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Full understanding of the role of Executive Assistant.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
A broad understanding of local government structures.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Application Form / Interview</i>
Knowledge of Civic Financial and Procurement systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Application Form / Interview</i>
Knowledge and experience of Project Management Tool "Monday"	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Application Form / Interview</i>
Knowledge and experience of Sharepoint and tools	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Application Form / Interview</i>
Knowledge of Freedom of Information Act, GDPR and Political sensitivity issues.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Application Form / Interview</i>
Knowledge of the Directorate and how it supports the overall aims of the organisation.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Application Form / Interview</i>
	<input type="checkbox"/>	<input type="checkbox"/>	
SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Excellent communication skills, both written and verbal, together with a positive, warm and flexible approach. Persuasive, discreet and able to communicate effectively with a wide range of people, including high profile partners in the private and public sectors and senior representatives of the Council as well as members of the Public.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Ability to interpret complex information, undertake research on behalf of the Chief Executive and produce clear and concise draft written reports, letters, speeches and correspondence.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Ability to work in a systematic meticulous way to a high	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>

standard, using own initiative to produce high quality work both on an individual level and at a team level, improving the overall service for the most senior leaders within the Council.	<input type="checkbox"/>	<input type="checkbox"/>	
Ability to display sensitivity, tact and diplomacy in all situations with high levels of political sensitivity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Proven ability to act with authority and professionalism to ensure follow-through on senior leadership instructions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Confident in holding others to account, including senior colleagues and external partners, while maintaining positive working relationships.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Ability to work with challenging, conflicting and tight deadlines, and to determine appropriate priorities with a flexible approach and ability to adapt quickly to changing priorities to ensure tasks are completed on time without supervision.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
A polite manner, particularly when working in circumstances where interruptions may be common.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Ability to maintain good relationships with colleagues and customers and forge effective working relationships.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Ability to work to a professional standard and take personal responsibility for a substantial workload with limited supervision.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Commitment to providing high level of customer service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
The ability to deal effectively and confidentially with both internal and external contacts whilst communicating complex and sometimes sensitive information.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>

Highly proficient in the use of Information and Communication Technology including MS Office and other relevant systems, as well as excellent keyboard skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Numeracy and budgeting monitoring skills to be able to compile and present accurate statistical data.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Willingness to learn and develop new skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
As this post meets the requirements of the Immigration Act 2016 (part 7), the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Ability to hold meetings to any constitutional rules.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Application Form / Interview</i>
Ability and confidence to interrupt meetings with actions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
BEHAVIOURS / ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Professionalism & Discretion Demonstrates the highest standards of confidentiality, integrity, and professionalism in all interactions, particularly when handling sensitive or politically sensitive matters.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Proactive and Solution-Focused Anticipates the needs of the Chief Executive, taking initiative to resolve issues and streamline processes without waiting for instruction.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Attention to Detail Maintains a meticulous approach to diary management, document preparation, and meeting coordination, ensuring accuracy and completeness at all times.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Political Awareness and Sensitivity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>

Understands the political environment and demonstrates tact and diplomacy when dealing with elected members, senior officers, and external stakeholders.			
Customer-Focused Provides a high standard of service to internal and external stakeholders, ensuring all interactions are courteous, responsive, and aligned with the Council's values.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Collaborative and Supportive Works effectively as part of the wider PA and administrative team, offering support and cover where needed to ensure continuity of service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Commitment to Continuous Improvement Seeks opportunities to improve administrative processes and personal effectiveness, embracing feedback and professional development.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>
Council Values Champion Embodies the Council's core values of being Open and Honest, Respectful, and Inclusive , promoting a positive and transparent working culture.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Application Form / Interview</i>