



SOUTH LANARKSHIRE
Leisure & Culture

CEO Secretary Job Profile

Service: Leadership Team Support	Grade Scale: Grade 2 Level 4
Reports to: CEO Secretary	

Purpose of Job
To provide secretarial/admin support to the Chief Executive, including diary management, correspondence management (Elected Members), Board Committees and support to the Head of Service as and when required.

Key tasks and responsibilities
<ul style="list-style-type: none">• Maintain, update and provide confidential and management information.• Produce a range of documents, reports and correspondence from various sources.• Schedule, arrange and organise meetings, travel, accommodation and hospitality to effectively manage Chief Executive's time.• Liaise with a wide range of agencies, Board members, Elected Members, Chief Officials, Council departments, public bodies and outside agencies.• To prepare and where necessary circulate reports, papers and correspondence identifying priorities and ensuring that deadlines are met.• Assist the Chief Executive with time management including the maintenance of an appointment diary and the arrangement of meetings, functions and appointments.• Undertake the final drafting of appropriate papers and provide a full secretarial and administrative service to the Chief Executive.• Maintain filing systems/records and database etc and organise stationery and hospitality supplies.• Filter and redirect telephone calls and correspondence to appropriate staff to increase senior manager's time and providing a more efficient service to enquiries.• Reply to routine correspondence on behalf of the Chief Executive Officer• Delegate work to other staff for processing; supervise other secretarial staff.

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training		Relevant qualification in field e.g. HNC/HND in Business Administration.
Skills, knowledge, experience	<p>Proficient in Microsoft Office programmes including Word, PowerPoint, Excel, Outlook and Teams.</p> <p>Experience in supporting in-person or virtual meetings (diary management, room and hospitality bookings, electronic invites).</p>	<p>Working knowledge of Adobe Acrobat.</p> <p>A broad understanding of the governance structure of SLLC (Board and Committees).</p> <p>Good knowledge across all SLLC services.</p>

	<p>Minute taking experience.</p> <p>Ability to prioritise competing workload.</p> <p>Able to deal with a wide range of external partners with different asks in potentially challenging circumstances.</p> <p>Excellent organisational skills.</p> <p>Able to work accurately and with attention to detail.</p> <p>Understanding political sensitivity.</p>	
Personal Qualities	<p>Flexible and adaptable.</p> <p>Excellent interpersonal and communication skills.</p> <p>Resilient and confident and able to work under pressure.</p> <p>Professional and able to maintain discretion and confidentiality.</p>	

Safer Recruitment Checks
As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.
<ul style="list-style-type: none"> Asylum and Immigration right to work in the UK.
<ul style="list-style-type: none"> Reference check: external candidates require 2 references, one of which must be from your present or most recent employer: Internal candidates require 1 reference from current line manager.
<ul style="list-style-type: none"> Candidate Disclosure Check, where applicable.

Behaviour Framework
The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:
Own It – what can you do
<ul style="list-style-type: none"> Are motivated to deliver the best possible services. Aim to get things right first time and commit to continuous improvement. Demonstrate fairness, inclusivity, valuing diversity and equality. Ensure compliance with external/internal regulations and that you and others are responsible and accountable.

- Take ownership of decisions and consider the wider implications for you, the team, and the organisation.
- See a job through to completion.
- Be accountable for outcomes good or bad.

Be a great team – what can you do

- Work together with colleagues and customers and take time to build effective working relationships.
- Celebrate team success and create a positive team spirit.
- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.
- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

Be Positive – what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.