

Role Profile

Key Information

Post Title: Executive Assistant to Chief Executive

Date: July 2026

CCA reference: CCA011

CCA Grade: Grade 12

Reports to: Executive Director of Finance (Section 73) (subject to change as the organisation grows)

Service Area: Finance

Service Area Description

Part of the Combined Authority's arrangements providing specific, complex and sensitive business information and customer focussed executive administrative support to internal and external customers, operating within a politically sensitive environment.

Purpose of the Post

- To provide an effective, efficient, customer focussed and confidential personal administrative support service to the Chief Executive, to ensure that they are effectively assisted in meeting the requirements of their roles.
- To plan, organise and prioritise their own work and co-ordinate the work of their respective Chief Executive, actively contributing to wider team working and planning to ensure allocated work is completed on time. The post includes responsibility for disseminating service/director/cluster information and guidance across the wider team.
- To be part of and contribute to the wider team supporting the Corporate Management Team, working with colleagues to ensure effective processes and systems are in place to deliver high quality service; preparing a full spectrum of information and reports and providing an essential support service to the Chief Executive and at times the wider CMT, contributing to the delivery of services.
- This post requires extensive knowledge of the how a busy office operates and the ability to work in a busy, politically challenging environment.



Key Job Specific Accountabilities

1. Planning, organising and prioritising work for the Chief Executives by; undertaking diary management, monitoring emails, screening telephone calls, providing informed and sensitive responses, preparing a full spectrum of information and reports, interpreting data and providing relevant recommendations for action. Planning and informing the Chief Executive's workload(s) so as to allow them to use their time in the most efficient way. Acting with trust and integrity within a political environment.
2. Provide a high level of customer and community focussed service by responding to and resolving escalated and difficult issues. Liaising and working effectively with often challenging people, providing complex and sensitive information as appropriate to lead members, elected members, members of the Corporate Management Team, key partner organisations and members of the public. Acting with trust and integrity within a politically sensitive environment.
3. Effectively support the Chief Executives and wider CMT by ensuring that all committee papers and/or associated documents are prepared to the required corporate standards. Acquire and maintain an in-depth knowledge of the Combined Authority's Services, keeping abreast of developments to provide high quality, comprehensive information, promoting understanding and accurately representing the wider organisation in a business-like and professional manner.
4. Responsible for effectively disseminating service/director/cluster information, direction and guidance across the wider Business Support staff. Be proactive in identifying areas for improvement and sharing good practice with other business support colleagues.
5. Establishing and maintaining an effective business-like relationship built upon trust, integrity and reliability with your Chief Executive and wider Corporate Management Team and maintain strong working relationships with other colleagues, elected members, partners, external organisations and members of the public, demonstrating excellence of administration practises and customer service.
6. Utilise all office technology applications to their full potential and provide support and guidance to the central business support and wider teams. Responsibility for the procurement of goods and services ensuring best value for money.
7. Being flexible in your approach and providing cover during core hours and periods of high demand and holiday periods. Undertaking small projects and research in relation to the service delivery and development of the directorate.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None



- **Staff Management Responsibilities:** None
- **Other:** None

Essential Criteria

- **Qualifications:**
 - NVQ 3 or 4 or equivalent experience or knowledge in the relevant work area.
- **Knowledge:**
 - High level of knowledge of the procedures within the work area and a general understanding of wider organisational procedures and regulations as applicable.
 - Thorough understanding of wider organisational issues and matters, including own area, and able confidently to give advice, or persuasion, within and outside of the organisation.
- **Experience:**
 - Experience of providing a high level of business information and support within a complex, politically sensitive and customer focussed environment
 - Good interpersonal skills and the ability to build effective business-like relationships with key stakeholders of the service, demonstrating high trust and integrity.
 - Demonstrates high personal standards and quality of work in representing the organisation.
 - Strong team working ethic
 - ICT literate relevant to work area, including PowerPoint, Word, Excel, Outlook, Internet Explorer and SharePoint.
 - Proven experience of prioritising own work schedules and the work schedules of others
 - Proven experience of delivering work on time and to required standard and quality
 - Proven experience of political awareness

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** None
- **Physical Demands:** None
- **Working Conditions:** Office based environment dealing with complex and politically sensitive matters.

Other Factors:



- None

