

## Job Profile Executive Officer

**Job Title: Executive Officer**  
**Job Grade: Level 4 Zone 1**  
**Salary Range: £40,652 - £46,779**

### **About North London Waste Authority (NLWA)**

Our mission is to preserve resources and the environment for future generations by exemplary planning, innovation and communication in managing north London's waste. We serve two million residents in seven boroughs and run communications and engagement campaigns to help them reduce their rubbish and recycle more. We campaign for government and industry action to reduce unnecessary single-use items, encourage reuse and repair and promote effective recycling.

To help tackle the climate emergency and to prevent rubbish going to landfill, we are building the greenest Energy Recovery Facility in the country and modern recycling facilities at the Edmonton EcoPark, through the [North London Heat and Power Project](#).

NLWA staff are employed by London Borough of Camden and benefit from Camden's recruitment, pension, and HR policies.

### **You will be expected to adhere to NLWA values which are:**

Safety: We protect the health, safety and wellbeing of everyone involved in, and using, our services.

Accountability: We are accountable to Members and to each other for delivering our responsibilities.

Ambition: We work to the highest standard and aim for continuous improvement in all we do.

Inclusivity: We have strong relationships with all our partners and create a positive work environment where everyone matters.

Integrity: We celebrate success, we learn from setbacks, we promote transparency and respect in our work

### **In addition to NLWA values are the Corporate Services core principles which are:**

Respect time: We respect other people's time as we do our own

Set realistic expectations: We set, manage and deliver to realistic expectations

Stakeholder excellence: Treat your stakeholders with the utmost empathy

Don't be too hard on yourself: Try your best on everything you do and don't worry if it isn't perfect

The Corporate Services Team will act as a thread across everything we do in NLWA. We will be NLWA's heartbeat. We will deliver upon the trust that we build with our colleagues and stakeholders. We will accept challenge as an opportunity to grow, learn, improve, and innovate.

The Corporate Services Team plays a critical role in supporting the organisation; creating the necessary conditions for the whole organisation, its people, processes and culture to deliver, as effectively as it can, a high-quality end to end Human Resources advice and support service to the Senior Managers, staff and related stakeholders and provide a first class advisory service for all terms and conditions advice

**About the Role:**

To provide professional and excellent Executive support to the Managing Director / Director of Corporate Services / Programme Director that enables him to focus on managing the strategic direction of the Authority.

**Example outcomes or objectives that this role will deliver:**

- Take lead responsibility for ensuring the smooth running of the Managing Director / Director of Corporate Services / Programme Director's daily operations. Managing a busy schedule through effective diary management and meeting planning, proactively ensuring the best use of time; using knowledge and judgement to help the organisation achieve its priorities. By proactively planning ahead, ensure that time is available for organisational priorities.
- Provide effective and efficient high level support in the management of correspondence, including inbox management, acting on emails as necessary and, using a high level of judgement, deciding on appropriate actions. Draft substantive responses on behalf of the Managing Director / Director of Corporate Services / Programme Director; ensuring that these are of a high quality and that the use of English is exemplary.
- Work closely with the office of the Authority chair, Camden chief executive (formally the Authority Clerk), board of LondonEnergy Ltd, Members' offices and colleagues in the Authority. This is to ensure close coordination with relevant leaders on delivering the Authority's responsibilities and ensuring that we are responsive to external demands.
- Represent and communicate on behalf of the Managing Director / Director of Corporate Services / Programme Director – internally and externally. Maintain political awareness, sensitivity, confidentiality and discretion to address these appropriately and ensure extremely high levels of customer service are delivered. Proactively support the Managing Director / Director of Corporate Services / Programme Director in ensuring that strong relations and coordination are maintained with constituent boroughs and wider organisations (eg the Greater London Authority, London Environment Directors Network)
- Coordinate planning for and follow up from Corporate Leadership Team meetings.
- Proactively work with others across the organisation to request information, commission advice as needed and follow through to ensure they are delivered and are in an appropriate format.
- On behalf of Managing Director / Director of Corporate Services / Programme Director the develop briefings and presentations. This will involve liaison with colleagues in the Authority team and development of an understanding of subject matter.
- Advocate new ways of working and provide innovative and imaginative solutions to support to the Managing Director / Director of Corporate Services / Programme Director. This could include the adoption and trialling of the use of technology.
- Carrying out business management duties such as dealing with purchase orders, administering daily variation reports (sickness / absence) and more
- Supporting the wider organisation with any administrative / project support type activity

**Technical Knowledge and Experience:**

- Good knowledge and understanding of the roles and functions of local government
- Current knowledge and understanding of the national and local political environment
- Understanding of confidentiality and Data Protection and Information Security issues and how these can be effectively deployed.
- Excellent organisation skills and the ability to effectively multi-task and respond to the changing priorities of the Managing Director / Director of Corporate Services / Programme Director.
- High levels of initiative in the initiation of activity and commissioning of work to others and the ability to follow through actions to ensure that progress is made, and others keep to deadlines.
- Strong literacy and numeracy skills and the ability to research and analyse information and produce high quality reports, presentations and briefings in a meaningful format.
- Excellent working knowledge of Microsoft Office programmes (Word, Excel and PowerPoint) and the ability to quickly learn and adapt to changing use of IT to support changes in ways of working, such as the use of desk top publishing software
- Ability to communicate effectively, negotiating and influencing with a wide range of stakeholders, whilst showing a high level of diplomacy and confidentiality in the provision of excellent customer care. Adapt style according to the audience and the needs of others.
- Ability to work flexibly, balancing competing priorities of self and others, to ensure that deadlines are met whilst understanding the needs, timescales and deadlines of others, enabling the delivery of organisational objectives.
- Ability to work under pressure, whilst maintaining strong attention to detail, and proactively use own initiative to make informed decisions and considered judgements.
- Ability to work as part of a team and manage the workflow to ensure that all aspects of work are managed with considerable attention to detail.
- Experience of working directly with senior officers in a support capacity.
- Experience of working with multiple stakeholders, including elected Members / politicians and other senior officials.
- Ability and experience to tailor / establish PowerPoint presentations on behalf of the Managing Director / Director of Corporate Services / Programme Director
- Being flexible on dealing with a range of activities at work with a “can-do” attitude

**Work Environment:**

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post has opportunities for flexible working, though office based working with the Managing Director / Director of Corporate Services / Programme Director is also an important element to ensure effective coordination. The postholder will be expected to work as an advocate in modelling new ways of working by using innovative and imaginative thinking to enable the success in adopting flexible working practices.

**Work Environment:**

The NLWA offices are in Tottenham Hale; 2 minutes from the Tube station with great service and amenity links close by. There is also substantial opportunity for home working and alternative flexible working options are available/open to discussion.

**Relationships:**

The post holder will be required to liaise with various teams and services across the organisation. Key contacts will include Members, senior officers in boroughs, officers across the Authority, members of the public, LondonEnergy Ltd, London wide bodies, central government and external providers of goods and services. Whilst providing personal support to the Managing Director / Director of Corporate Services / Programme Director, the postholder is likely to encounter matters that are confidential, contentious and complex and where potential outcome is likely to require considerable discretion.

The role will report to the HR & Business Manager and expected to support respective directors on a day-to-day basis.

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. **Help us redefine our Corporate Service, and we'll redefine what a career can be.** If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG