

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Business and Executive Support Officer (PA to Head of Active Surrey)
Grade	PS7	Reports to (role title)	Head of Active Surrey
JE Band	228-268	Directorate / School	AWHP
Date Role Profile was created	26.5.26	Service / Department	Public Health/Active Surrey
Agile		DBS Requirement	Enhanced with Adults and Children

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide high quality business, executive and office support to Active Surrey, including PA support to the Head of Active Surrey, helping the organisation run efficiently, professionally and in line with agreed governance, finance, HR, safeguarding and operational processes.</p> <p>The postholder will act as a central coordination point for the Head of Active Surrey, SLT and the wider organisation, supporting the organisation's operating rhythm, meeting cycle, action tracking, forward planning, business systems and follow through.</p> <p>Provide PA and executive support to the Head of Active Surrey, including diary coordination, meeting preparation, inbox and correspondence support where agreed, coordination of papers and briefings, stakeholder meeting logistics, Chair and Board liaison, action tracking and follow up from key internal and external meetings.</p> <p>Support the operating rhythm of Active Surrey by coordinating SLT and management meeting agendas, action logs, decision records, paper deadlines, organisational calendars, forward plans and internal reporting deadlines.</p> <p>Support governance administration by coordinating Board and committee papers, agendas, action logs, forward plans, policy review schedules and governance records, working closely with the Finance and Governance Officer, SCC governance processes and senior colleagues where relevant.</p> <p>Support business planning and performance rhythms, including the business plan cycle, KPI reporting timetable, quarterly reviews, team planning processes and internal deadlines, ensuring information is gathered, recorded and followed up in a timely and consistent way.</p> <p>Provide coordination support for agreed organisational change and improvement activity, including operating model transition administration, consultation logistics, change action plans, dependency tracking and implementation follow up. Strategic workstreams such as independence review, operating model design, role architecture, options appraisal, costing, Board development and major change programme leadership will be led by the Head of Active Surrey, interim operational support, Lorna or other senior leaders as required. This role will provide the coordination, documentation, tracking and follow through that enables those workstreams to progress effectively.</p> <p>Support people related administration and coordination by working with SCC HR and recruiting managers to ensure agreed processes are followed, including recruitment coordination, interview arrangements, onboarding, induction tracking, mandatory training records and people related deadlines. The role will coordinate processes and records, not provide specialist HR advice.</p> <p>Work closely with the Finance and Governance Officer, who undertakes bookkeeping, finance administration and aspects of governance, to ensure finance, governance and organisational deadlines, records and actions are coordinated. The postholder will support organisational oversight, tracking and administration, but will not be responsible for technical finance, accounting or bookkeeping.</p> <p>Maintain and improve Active Surrey's core business systems and records, including Capsule, shared templates, action trackers, organisational calendars, risk and contract records, grant records, governance records and document management processes.</p> <p>Ensure the office is managed efficiently, represent Active Surrey at the Building Users Group, maintain the business continuity plan and support the smooth running of hybrid working arrangements.</p> <p>Provide coordination and administrative support for agreed Active Surrey events, away days, workshops and participation activities, including the Surrey School Games and other major events where required.</p>
Work Context	<p>Active Surrey is currently hosted by Surrey County Council. The postholder will need to work effectively within SCC systems and processes while supporting Active Surrey's own organisational rhythm, governance, business planning and operational coordination needs.</p> <p>Active Surrey may review its future operating model, including the potential to become an independent charitable organisation, but this is not an immediate change. The role therefore needs to support robust business systems, clear records and consistent processes that work now within the hosted model and can also support future transition if required.</p> <p>The organisation may also have interim operational support in place, including support from Lorna, to lead or advise on wider pieces of work such as independence review, operating model design, Board development, succession planning, role architecture, costing and change management. This role will provide the executive support, coordination, documentation, tracking and follow up needed to keep those workstreams and the wider organisation joined up.</p> <p>Flexibility of hours may be required to meet business needs, including occasional support for events, Board or committee meetings, team workshops or county wide activity.</p>
Line management responsibility if applicable	n/a
Budget responsibility if applicable	n/a
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Maintain financial, and/or stock records, and review data to contribute to resource planning. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.

	<p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>We are looking for someone who is methodical, structured and proactive, with strong organisational skills and the confidence to work across a busy team, senior leaders and external partners.</p> <p>Experience of providing business support, office coordination, executive assistance or PA support in a small or complex organisation.</p> <p>Experience of providing PA or executive support to a senior leader, including diary coordination, meeting preparation, correspondence support, stakeholder meeting logistics, confidential administration, action tracking and follow up.</p> <p>Experience of coordinating meetings, agendas, papers, action logs, forward plans, decision records and follow up actions, ideally including Board, committee, governance or senior management meetings.</p> <p>Experience of supporting business planning, reporting cycles, KPI or performance reporting timetables, internal deadlines and organisational planning processes.</p> <p>Experience of supporting change or improvement activity through coordination, documentation, consultation logistics, action tracking and implementation follow up.</p> <p>Good understanding of HR, finance, procurement and governance administration, with the judgement to know when to coordinate, when to follow established processes and when to refer to SCC central teams, the Finance and Governance Officer or specialist colleagues.</p> <p>Experience of supporting recruitment, onboarding, induction tracking, mandatory training records or other people related administrative processes.</p> <p>Experience of maintaining and improving business systems, records, trackers, CRM systems, shared documents and administrative processes.</p> <p>Excellent communication skills, with the ability to handle confidential and sensitive information with discretion.</p> <p>Strong customer service and stakeholder management skills, including the ability to represent Active Surrey professionally with SCC colleagues, partners, suppliers and visitors.</p> <p>Good IT skills and confidence using Microsoft 365, CRM systems, shared drives, spreadsheets, meeting tools and administrative systems.</p> <p>Understanding of best practice in safeguarding, health and safety, equality, diversity and inclusion, and business continuity.</p> <p>Ability to prioritise competing demands, work independently, use judgement and maintain attention to detail.</p> <p>Ability and willingness to work flexibly when required, including occasional evenings, weekends, travel across Surrey and occasional national travel.</p>
<p>Role Summary</p>	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.</p>
<p>Reference Number</p>	<p>BM-2026-231</p>