

JOB DESCRIPTION

JOB TITLE:	Executive Support Manager
MANAGED BY:	Head of Internal Governance and Democratic Services
GRADE:	12

THE ROLE

The Executive Support Manager (ESM) is a new and pivotal post in the Mayoral Combined Authority (MCA) - this is not just a governance administration role – it is a senior operational role for people who make complex organisations work.

Five ESMs will form a new Internal Governance team, ensuring work flows through the organisation effectively, decisions and handovers between teams and governance forums is managed effectively, and supporting the Corporate Leadership Board and senior managers to identify and tackle potential challenges before they emerge.

Each ESM will be a trusted fixer: spotting where work is stalling, diagnosing why, and driving it through to resolution – whether that means chasing down a decision, ensuring papers moving through the system are clearly drafted and complying with decision making requirements, supporting cross-organisational collaboration, or simply being the person in the room who knows what's actually going on and what needs to happen next.

Governance is the discipline that makes this possible, not the limit of the job. ESMs will be crucial in implementing new processes, boards and reporting that let senior leaders see clearly, decide quickly and act with confidence – and they will use that oversight to spot blockers early and clear them before challenges occur.

ESMs will support and challenge Corporate Leadership Board members and their directorates, working across:

- Strategic Commissioning and Data and Investment Pipeline Board
- Delivery and Performance Board
- Finance and Compliance Board
- Governance Board

The postholders will operate as a close-knit team – ensuring work is flowing between the Boards they run effectively and being champions of collaboration. They will need the confidence to challenge senior leaders constructively, the judgement to know when to escalate and when to resolve something quietly, and the resilience to operate in a fast-moving, politically sensitive environment where priorities can shift and new areas of work emerge at pace.

Our internal governance model will need to be robust, but flexible and adaptive to a

fast-changing operational environment. ESMs will make this happen.

Working with colleagues, ESMs will share these key outcomes for year one:

- Establish consistent, high-quality internal governance across all directorates.
- Create a single organisation-wide operating standard that leaders trust.
- Form a resilient, valued Internal Governance team (five ESMs) recognised as a genuine problem-solving resource.
- Help the organisation recognise the value of strong internal governance as a route to strengthening the impact of everyone's work.
- Enable a clear understanding of how work flows through the organisation and how and where different decisions are taken.

KEY RESPONSIBILITIES

Forward planning/horizon scanning

- Maintain a detailed awareness and oversight of MCA strategic priorities, lead forward- planning activities and coordinate cross-directorate collaboration to support effective/timely delivery and continuous improvement.
- Maintain an awareness of national issues, developments in legislation, and changes to MCA policies, procedures and the constitution.

Delivery of governance across the new board structure

- In collaboration with colleagues in the ESM team, design, develop and maintain governance processes and systems to support business efficiency, timely management of emerging priorities and sensitive matters.
- Lead, manage and deliver effective governance and decision-making processes across the new organisation-wide board structure, including liaison with teams across the MCA such as Democratic Services and Executive Office colleagues.
- Drive delivery through effective board management, including timely distribution of papers (in accordance with service level agreements), accurate recording/completion of decisions and actions.
- Design, deliver and improve board reports so they are data-driven, meet stakeholder requirements and clearly evidence the 'so what'.
- Assure board papers ahead of distribution and challenge authors to improve content to meet stakeholder expectations and quality standards.

Stakeholders

- Constructively challenge colleagues and senior stakeholders to continually improve ways-of-working so boards are effective/support the delivery of public services to the region.
- Establish and maintain productive relationships and clear communications with key partners, internal and external stakeholders at all levels on behalf of the MCA.

Line management

- Recruit, lead and manage the development and deployment of additional roles within the Internal Governance team.

Other

- Undertake corporate responsibilities and other duties commensurate with the role.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Knowledge of running an office or supporting a high-profile service within a public sector or similarly regulated environment.
- Knowledge of public sector compliance requirements, policies, and procedures (e.g. managing public money, data protection, procurement, and records management).
- Understanding of the Nolan Principles of Public life.

Experience

- Proven experience in office, business or operational management within a public sector or similarly regulated environment.
- Working in a politically led organisation and fast-paced environment to resolve issues.
- High level of attention to detail, particularly in preparing and quality-assuring formal documentation.
- Strong communication and stakeholder management skills, with the ability to work effectively with senior leaders.
- Consistent production of high-quality written work to deadline.
- Working as part of a team and collaboratively with colleagues across an organisation.
- Matrix managing administrative staff and coordinating team workloads.

Skills and Competencies

- Ability to align operations with high-level business goals.
- Proactive approach to managing conflicting priorities.
- Demonstrates strong political awareness, with the ability to operate effectively in a complex and sensitive stakeholder environment.
- Highly motivated, with a strong drive to achieve both personal and organisational objectives.
- Adaptable and resilient, able to respond positively to changing priorities, demands, and circumstances.
- Exceptional communication skills and stakeholder management skills, with the ability to convey information clearly and confidently at all levels.
- High level of attention to detail, particularly in preparing and quality-assuring formal documentation, ensuring accuracy and quality in all aspects of work.
- Confidence working in detailed legal and financial contexts.

- Collaborative working style, fostering productive relationships with colleagues, peers, and stakeholders.
- Proactive, solutions-focused approach with a consistent “can do” attitude.
- Consistently acts with integrity, professionalism, and discretion, maintaining confidentiality at all times.

DESIRABLE

Qualifications and Knowledge

- Relevant professional qualification (e.g. business administration, management, or governance)
- Knowledge of the principles of managing public money.
- “Finance for non-finance managers” certificate or similar.