



## **Executive Assistant**

Recruitment Information Pack

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## Contents

## Page Number

•	Welcome Message	2
•	About the BD Group	3
○	BD Services	5
○	BD Together	5
○	LEUK	5
•	Role Description	6
•	Person Specification	7
•	Indicative Timetable	9
•	Response instructions	10

## Welcome Message

Thank you for your interest in this unique opportunity for the Executive Assistant of the Executive Leadership Team for BD Group; the London Borough of Barking & Dagenham's Trading Partnership.

Operating as a company wholly owned by Barking and Dagenham Council, we are a facilities management company, primarily providing school catering, contract cleaning and building maintenance services. We are a dynamic, socially-aware organisation, committed to developing solutions to improve lives, to promote health and well-being, and to reducing environmental impact.

We take pride in quality delivery, really listening to the needs of our customers and focusing on being a true partner. Furthermore, we have a strong social commitment to bring jobs above the minimum wage and provide skills, including basic literacy and numeracy, to the people of Barking and Dagenham.

As a completely independent organisation, with a private sector governance structure headed by a Non-Executive Chairman and Board, we combine the best of private sector commercial approaches and customer focus but with a public service ethos. All our profits are invested back into the people and communities of the Borough.

We are passionate about delivering quality services and great value for money, but we also care deeply about our customers, our people and those that we support both directly and indirectly. We offer cutting-edge commercial propositions, but with a heart.

Our heritage and our commercial focus mean that we are uniquely able to meet the needs of organisations in all sectors - public, private and voluntary. We understand the cultures, we understand the language, and most of all, we understand what the customer needs.

We now require an outstanding professional of the highest calibre to support the Executive Team in driving the business change needed. Your brief, as Executive Assistant, will be to ensure the CEO and ELT (comprising 4 senior executives in addition to the CEO) are always supported, by providing an exceptional level of assistance across all aspects of administration and organisation.

Reporting to the CEO, Andrew Pollard, your organisational and administrative capabilities, energy and creative flair will help to will contribute to the efficiency of our business by providing personalised and timely support to executive members. Your management and support will make a significant contribution to the executive leadership, enabling us to reach the highest standards of organisational excellence.

This is an extremely exciting and prosperous time to work in Barking and Dagenham. If you are interested in this key position, then we look forward to receiving your application.

## About the BD Group

The BD Group is formed by the holding company Barking & Dagenham Trading Partnership Ltd (BDTP); to lead a group of three trading entities which are:

- BD Services (BD Management Services Ltd and BD Service Delivery Ltd),
- BD Together (BD Together Ltd and BD Corporate Cleaning Ltd) and
- LEUK (Londoneast-UK Ltd).

These are wholly-owned by the London Borough of Barking and Dagenham (LBBB), responsible for the delivery of repairs and maintenance services for the Council's housing stock and corporate estate, and catering and cleaning services, principally for schools in the Borough.

The decision to create a trading organisation was made by LBBB's Cabinet in April 2017, as part of the Council's Ambition 2020 transformation programme. Recognising the need for commercial freedom, the new company was created as a separate, private sector entity, with a non-Executive Chairman and three independent non-Executive Directors, and commercial-style governance and operating structures and procedures. Four trading subsidiary companies were initially created under the holding company - two for repairs and maintenance and two for catering and cleaning services.

This allows BDTP to take maximum advantage of direct contract awards from LBBB through the Teckal exemption from public procurement rules for the subsidiaries (BD Management Services Ltd and BD Corporate Cleaning Ltd) that provide services back to the Council; and to create fully commercial businesses (BD Service Delivery Ltd and BD Together Ltd) that are able to compete effectively in the external market.

The Group commenced trading on 1 April 2018, with the TUPE transfer of staff from the Council's Traded Services division into BD Together Ltd, providing services directly to over 40 schools, and into BD Corporate Cleaning Ltd, with a single contract for the cleaning of the entire stock of LBBB's corporate estate.

BD Management Services Ltd commenced trading on 1 August 2018 with the TUPE transfer of 45 management and support staff from LBBB'S Home Services division. This business is responsible for the repairs and maintenance of the Council's housing stock and corporate buildings and also for the management of the Council's Direct Labour Organisation, which remains in-house. BD Service Delivery Ltd, was created to deliver repairs and maintenance services to external customers.

In addition to the services transferred in 2018, new and additional R&M services have been contracted by the Council, including increased health and safety-related compliance work, the maintenance of corporate buildings, and several minor construction projects. We have also become the managing agent for all works for My Place and the principal sub-contractor for Be First. The Company also largely managed to maintain its school customer base into 2019/20, helped by the introduction of a new charging model.

The Company expanded on 16 January 2019 with the acquisition of Londoneast-UK (LEUK), and the business and technical park at Dagenham East. But apart from LEUK, no new customers have been added since the Company was established, creating a total dependency on LBBB and its associated schools. Whilst this provides a very welcome degree of security, it also means that unless we diversify, our revenues are unlikely to increase significantly and our ability to deliver increasing profits will depend entirely on our ability to drive operational efficiency.

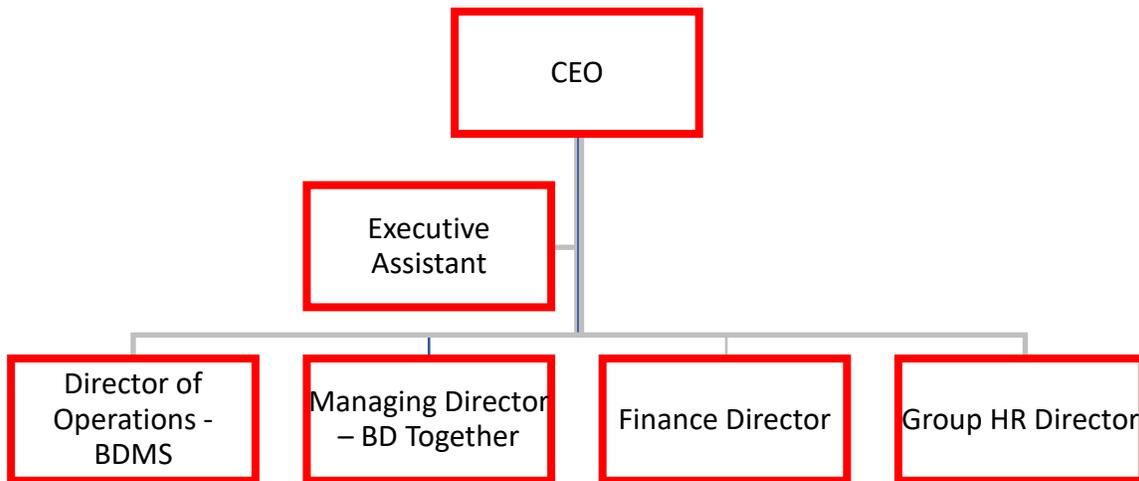
In the latter context, it has recently become clear that our improvement programmes are now starting to encounter historic and legacy issues in both sides of the core business, with

outdated working practices, limited management capability, and lack of commercial culture. These are deep-seated problems that will require significant senior management attention to address going forward.

As part of our social purpose, the Company has committed to paying above the London Living Wage for all staff. This is very important to us, as we recognise our people as our most important resource. This has implications for our growth, however, as it means that we are necessarily carrying a cost base that is higher than our competitors, particularly in cleaning and catering. These are notoriously low-paid sectors, and our ability to compete will have to be on service quality and not on price.

As a start-up business, we do not yet have a robust trading history. The filing of our first annual accounts will have helped, and we now also have LEUK's history to add. But we cannot yet fully demonstrate our financial strength. Equally, our current reliance on LBB and schools means we have limited ability to reference our service delivery and contract performance, both of which are important when seeking new customers.

### BD Group Executive Leadership Team



## **BD Services**

BD Services is comprised of both BD Management Services Ltd and BD Service Delivery Ltd. We offer a full range of solutions, from project design and management, to building services, repairs, and planned and reactive maintenance. We have our own trades people, surveyors and quality inspectors to ensure that every job is delivered to time, specification and to the delight of our customers.

We meet and exceed all regulations in everything we do and offer management of the day-to-day operation of health and safety in the workplace on behalf of our clients, as well as providing technical information and advice. We deliver a range of health and safety-related compliance services including fire safety, asbestos management and removal, gas safety, electrical testing, and legionella works. We also specialise in environmental energy efficiency programmes, including LED lighting conversion, boiler installations and insulation upgrades.

## **BD Together**

BD Together is comprised of BD Together Ltd and BD Corporate Cleaning Ltd.

BD Together Ltd delivers healthy and nutritious meals to school children, giving them the best possible chance in their academic lives.

BD Corporate Cleaning offers a bespoke and responsive, comprehensive range of cleaning services to accommodate any of our clients' requirements, whether it is for a community organisation, public building, school or private company.

## **LEUK**

A fifth subsidiary business, London-east-UK Ltd (LEUK) was created on the 16<sup>th</sup> of January 2019 following the acquisition of the entire share capital of LEUK from SOG Ltd, to provide BDTP with both a new revenue stream and a trading history of providing accommodation and other services to a range of businesses resident at its business and technical park at the same time, located at the former Sanofi pharmaceutical site at Dagenham East.

Our immediate strategy for LEUK is to maximise the revenue potential of the site. We will strive to secure long-term leases and maximum occupancy. We have made very significant progress in the development of the business park. As well as having 30 business tenants on site, it is proving popular with media companies for both TV and movies and is attracting particular interest from the Higher Education sector. We completed the freehold sale of one of the major buildings to University College London (UCL) for £4.35M, which will allow the establishment of a world-leading passenger transport research facility, to be operational in the spring of 2021.

We are also closing on a major deal with South Bank University and have leased lab space to a spin-out company from Imperial College. In addition to a new 1500 capacity conference centre and new Travel Lodge, the refurbishment of the site's kitchen and catering facility was completed at the end of 2019, and the new restaurant - The Lab - will not only provide a new revenue stream but will also become an important social hub not only for existing tenants but also for the students that will start arriving early in 2021. The move of the Company headquarters to The Cube at LEUK is on track to be complete by the end of the financial year.

## **Role Description**

Reporting to the CEO, the Executive Assistant will be required to ensure the CEO and ELT (comprising 4 senior executives in addition to the CEO) are supported at all times, by providing an exceptional level of assistance across all aspects of administration and organisation.

This job description is meant as a guideline to outline the key areas of responsibility related to the role of Executive Assistant.

## **Principal Accountabilities**

- Provide administration and organisational support to the CEO and ELT.
- Become the main the point of contact for the CEO and ELT.
- Prepare and create confidential correspondence, communications, presentations, and other documents.
- Minute taking at key meetings including Board, Shareholder, ELT.
- Preparation and distribution of Board and ELT packs for key meetings
- Stakeholder liaison
- Diary Management for ELT
- Collate, manage and maintain data.
- File and retrieve documents and reference materials.
- Design presentations, research and analyse data to prepare reports and documents.
- Manage and maintain schedules, co-ordinate meetings and events.
- Monitor, screen, respond to and distribute incoming communications.
- Answer and manage incoming calls.
- Liaise with internal staff at all levels.
- Interact with external clients.
- Co-ordinate project-based work.
- Review operating practices and implement improvements where necessary.
- Assist with other tasks as needed

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required by the Line Manager within the grading level of the post and the competence of the post holder.

## **Person Specification**

In your written application, please give evidence of proven experience in response to as many of the criteria listed in "Part One" of the Person Specification as possible.

These responses will be further developed and discussed with those candidates invited for interview, together with the other criteria listed in "Part Two".

It is expected that the successful candidate will be able to demonstrate a strong record across a broad range of the criteria in both Part One and Part Two.

### **Part One: Essential Experience**

1. An experienced, administrative, time and organisational senior management level practitioner with solid multi-sector experience of operating, at Executive Board level, preferably within a devolved and highly matrix orientated environment similar to the BD Group;
2. Strong track record of maintaining confidentiality;
3. Proven experience in managing both internal and external relationships and effective networks with industry personnel and with key local government officials/representatives.

## **Part Two: Knowledge, Skills and Abilities**

1. Strong interpersonal skills, able to operate independently and as part of a team.
2. Effective problem-solving skills.
3. Ability to ensure the highest standards of administration and organisation are delivered across multiple stakeholders.
4. Ability to analyse complex data to gain understanding, take initiative and inform decision making.
5. Commitment to accuracy and attention to detail.
6. Outstanding organisational skills, with an aptitude for planning ahead and prioritising effectively.
7. Professional, confident and positive attitude always.
8. An enthusiastic self-starter, able to take initiative.
9. Excellent communication skills, both verbal and written.
10. Resourceful, with strong problem-solving skills.
11. Ability to handle sensitive and confidential information and situations with diplomacy and confidentiality.
12. Ability to work under pressure.
13. Ability to lead, inspire and demonstrate commitment to achieve service development and improve quality.

## **Personal Style and Behaviour**

1. Demonstrable willingness to develop an active interest in the social investment of Barking and Dagenham, with an appreciation of the wider business and community interests in the area.
2. A respected, ambitious and results focused individual with a track record of delivery.
3. Inclusive rather than exclusive, and prepared to share expertise, know-how and skills.
4. Commitment to values; understanding of equality and diversity
5. Demands high performance of self and colleagues, working positively and effectively.
6. Applies concepts and learning from outside own field/environment, looking ahead over the long-term to deliver improvements and avoid problems.



## How to Apply

**Ref Number: Executive Assistant (BDG003)**

If you wish to apply, please supply the following documentation:

- > A **comprehensive CV** setting out your career history, with responsibilities and achievements;
- > A supporting statement that fully addresses the criteria in Part One of the person specification;
- > Please also state details of two referees together with a brief statement of the capacity in which, and the length of time for which, they have known you (referees will not be contacted before final interviews without your express permission). The successful candidate will be subject to final references and security clearance before an appointment can be formally offered;

It is essential in your written application that you provide as full an answer as possible to the criteria being answered to ensure your application covers all the relevant experience that the selection panel will be looking for in the sift process.

If you wish to receive a hard copy of the information content, or in an alternative format e.g. Audio, Braille or large font then please contact Kelly Rooke on +44 (0)20 3137 3449 or by e-mailing her at [Kelly.rooke@rockpools.com](mailto:Kelly.rooke@rockpools.com)

If you cannot apply online, please post applications to:

**Kelly Rooke  
Coventry Techno Centre  
Coventry University Technology Park  
Puma Way  
Coventry  
CV1 2TT  
United Kingdom**

For an informal and confidential discussion, please call our advising consultant at Rockpools:

**David Thomas on 07967 172902.**

Rockpools will, of course, respect the privacy of any conversations regarding this key role.