

## Job Description

Job Title: Member Services Personal Assistant to the Leader of the Council

POSCODE: CCC2127

Grade: Scale 6

### Overall purpose of the job

The work of the County Council is overseen by 61 councillors elected to represent the views and concerns of the people of Cambridgeshire. Each councillor, also referred to as a member, represents an electoral division within Cambridgeshire and is elected for a period of four years. The Council Leader is selected from the 61 councillors. This role provides support to the Leader of the Council to help discharge their key responsibilities and functions and be as efficient and effective as possible.

Operating in a confidential and politically sensitive environment, this will include aspects of personal assistant support, agenda management and managing both routine and confidential correspondence.

### Main accountabilities

1.	<p><b>Business Coordination</b></p> <p>To provide accurate, timely and effective support to the Leader of the Council, including diary management and email monitoring as required, in accordance with the requirements of their role, anticipating needs and acting as first point of contact for enquiries from Members, council officers, the public, external partners and other government authorities and customers as required.</p> <p>Close working and liaison with the Chief Executive's support team and Democratic Services to facilitate diary management and effective communications between the leader, the Chief Executive and the wider political leadership.</p> <p>Co-ordinate and link to key corporate areas of work including, but not limited to, MP Enquiries, Complaints and exemption processes and practices.</p> <p>Carrying out basic desk-based research and supporting with the drafting of reports and presentations to make best use of the Leader's time and capacity.</p>
2.	<p><b>Management Support</b></p> <p>Proactively manage, action, prioritise and monitor the inbox appropriately on behalf of the Leader of the Council.</p> <p>Provide effective diary management looking at the most efficient ways for meeting the needs and managing time to include, but not limited to, face-to-face meetings and use of technology.</p> <p>Attend and minute meetings, as and when required to provide support and/or take minutes.</p>
3.	<p><b>Communication</b></p> <p>Develop strong and effective working relationships with both internal and external stakeholders to facilitate smooth and effective partnership arrangements that enable the Leder to operate as effectively as possible.</p> <p>Be the first point of contact with senior officers, councillors, central and regional government, external partners, stakeholder and other such organisations the Council comes into contact with and take a proactive and positive attitude in answering queries and resolving issues where possible.</p>

4.	<p><b>Customer Service</b></p> <p>Proactively respond to communication, provide solutions and signposting incoming communications by liaising with colleagues and stakeholders to provide advice and support.</p> <p>Co-ordinate draft responses on the Leader’s behalf in conjunction with relevant officers.</p>
5.	<p><b>Development</b></p> <p>Actively develop and implement improved ways of working to better support the Leader of the Council, exploiting technology wherever possible.</p> <p>Assist the Member Services Team as appropriate in the delivery of an effective support service to the senior political leadership team, contributing to projects and key pieces of work to enable the Council to meet its objectives.</p>
6.	<p>Demonstrate an awareness and understanding of equality, diversity and inclusion and the diverse needs of the residents we serve.</p> <p>Act at all times in ways that support and maintain an inclusive environment where people can thrive and be empowered to do their best.</p>

## Person Specification

### Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
Educated to GCSE level equivalent or experience in a related role	General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard	Essential
Educated to NVQ Level 3 equivalent, or relevant experience	Business administration or relevant discipline	Desirable

<b>Knowledge</b>		
Business Administration	Demonstrable knowledge & understanding of general business administration processes.	Essential
Business systems and technology	Well-developed knowledge of technology and IT systems.	Essential
Generic corporate / legal requirements	Well-developed knowledge of general business requirements such as HR and finance processes, information management, risk management, business continuity, customer service, health and safety etc., able to be the key point of liaison / co-ordination between corporate departments and the service / directorate.	Desirable
Public sector / local government services	A good understanding of public sector / local government services and how they are governed.	Desirable
<b>Skills</b>		
Organisational skills	Excellent organisational skills, able to prioritise and organise own workload and to work on own initiative within tight deadlines.	Essential
Communication and interpersonal skills	Excellent interpersonal skills and the ability to form effective working relationships quickly.	Essential
Document creation and quality assurance	Able to carry out basic desk-based research and create draft reports and presentations, including use and manipulation of images and software packages as required.	Essential
Confident and proactive approach	Proactively bringing ideas, challenge and persuasion to continually improve service delivery.	Essential

Networks and relationships	Able to develop strong and effective working relationships across the organisation and with partners.	Essential
Problem solving	Able to anticipate and pre-empt issues and provide solutions to problems with a calm, balanced and positive approach, demonstrating good judgement.	Essential
Integrity	Demonstrate complete discretion and tact, respectful of confidentiality. Sensitivity, including political sensitivity, and the ability to be politically neutral whilst at work.	Essential
<b>Experience</b>		
Personal Assistant/Executive Assistant	Previous experience of providing support to a senior leader	Essential
Equality, Diversity and Inclusion	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Business systems and technology	Fully proficient at using IT systems, with strong experience of Microsoft Outlook, Word and Excel	Essential
Continuous improvement	Demonstrable experience of taking initiative and improving business systems / processes / services.	Essential
Communication and co-ordination	Experience of delivering the effective co-ordination of work across the service / organisation, using basic project management skills and deploying techniques to engage and motivate others.	Essential
Communication and co-ordination	Experience of drafting communications for a wide audience.	Desirable