

## Job Description

Job Title: Personal Assistant

POSCODE: CCC2127

Grade: Scale 6

### Overall purpose of the job

To provide personal support to senior leaders to enable key responsibilities and functions to be as efficient and effective as possible. This will include aspects of personal assistant support, agenda management and co-ordination and officer lead for key project areas.

### Main accountabilities

	<b>Main accountabilities</b>
1.	<p><b>Business Coordination</b></p> <p>To provide accurate, timely and effective support to senior leaders, 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>Support on projects as directed by senior leaders in response to corporate and service requirements including project / work plans reporting on progress in order to meet relevant deadlines.</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>To provide support across different service areas across the Council.</p>
2.	<p><b>Management Support</b></p> <p>Proactively manage, action, prioritise and monitor the workload flow appropriately on behalf of the senior leaders work areas.</p> <p>Provide effective diary management for their relevant senior leaders 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>Provide appropriate cover arrangements for other Personal Assistants as requested.</p> <p>Provide support to senior leaders with self-service systems.</p> <p>Attend and minute meetings, as and when required.</p> <p>To provide support across different service areas across the Council.</p>
3.	<p><b>Communication</b></p> <p>Effectively communicate key messages from senior leaders in a clear and appropriate way, ensuring the messaging is accurate, concise and consistent.</p> <p>Develop strong and effective working relationships with both internal and external stakeholders to support delivery of the service.</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 in contact with and take a proactive and positive attitude in resolving issues where possible.</p>

4.	<b>Customer Service</b> Provide excellent customer service across the Support Service. Proactively deal, provide solution and signpost incoming communications by liaising with colleagues and stakeholders to provide advice and support .
5.	<b>Development</b> Actively develop and implement improved ways of working to better support senior leaders, particularly with technology.  Assist the Executive Assistant in the delivery of an effective executive support service, contributing to projects and key pieces of work to enable services to meet their objectives.
6.	Demonstrate an awareness and understanding of equality, diversity and inclusion.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

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

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ 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.	Essential
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.	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, and to create / participate in mutually beneficial networks.	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.	Essential
<b>Experience</b>		
Equality, Diversity and Inclusion (applies to all roles)	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 developing and delivering effective communications across a wide audience.	Desirable
Business Administration	Experience of working in senior management support roles	Desirable