



Job Description

Job Title: Personal Assistant

POSCODE: HAY01372

Grade: H

Overall Purpose of Role

To provide a high level of flexible executive and administrative support to the Chief Executive, Directors, Assistant Directors and where appropriate Board Members as part of the Leadership Support Team.

Main Accountabilities

1	To act as the first point of contact to maintain realistic and manageable diaries and appointments ensuring that appropriate control and access to the Assistant Director/Director's time and diary is provided to assist them in making best use of their time.
2	To assist Assistant Director/Director in managing their email/inbox as directed. Redirecting as appropriate and responding to all routine correspondence without direction. Escalate correspondence where necessary and track response emails to ensure final external responses are sent out in a timely fashion.
3	To support meetings/conferences by attending and taking actions/minutes. Ensuring all aspects of the meetings/conferences are organised, agendas developed and minutes/papers are distributed. Ensure timely responses to deadlines are achieved and that action logs are maintained and kept up to date.
4	To remain conversant with the workloads of the members of the Leadership Team you support in order to assist with management of work and support where required.
5	To liaise with members of the public, elected Members, colleagues in West and North Northamptonshire Councils and other professional partners on behalf of the Senior Leadership Team. Working closely with the relevant team to ensure that complaints and enquiries are dealt with in a timely way and that the Senior Leadership Team are kept informed of the progress of the enquiry.
6	To undertake other tasks such as project work, research, maintaining databases and electronic filing systems and supporting Ofsted Inspections as directed and with minimal supervision.
7	Provide support and work collaboratively with other members of the PA team and Manager to ensure that all duties across the team are completed in a timely fashion and that the Senior Leadership Team and

	where appropriate the Children's Trust Board are provided with the support they require at all times.
8	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department

Safeguarding commitment We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, Knowledge, Skills and Experience

Minimum level of qualifications needed for this post

Qualifications Required	Subject	Essential/Desirable
Able to demonstrate a good level of general education to GCSE standard	Mathematics and English or equivalent.	Essential
NVQ 3 or equivalent	Business Administration/ Secretarial	Desirable
A level	English	Desirable

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

Identify	Details	Essential/Desirable
Knowledge:		
	Understand the environment of providing administrative support to a senior management team	Desirable
	Good working knowledge of IT systems such as Word, Outlook, Excel and PowerPoint.	Essential
	Use of Microsoft Teams and SharePoint	Desirable
Skills:		
	Ability to work as part of a multidisciplinary team and establish good working relationships at all levels	Essential
	Ability to arrange meetings and undertake the associated administrative support required	Essential
	Ability to demonstrate good communication skills both orally and written and the need for confidentiality	Essential

	Effectively manage diaries and minimize diary clashes to maximise the effectiveness of those you support.	Essential
	Ability to develop effective administration and support systems	Desirable
	Is courteous and effective when dealing with people. Exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels whilst bearing in mind the confidential manner of the information they are handling	Essential
	Regularly demonstrates a positive attitude and is customer focused ensuring that the needs of our customers are maintained and managed appropriately	Essential
Experience:		
	Previous experience of working as a Personal Assistant or as a high level Administrator	Desirable
	Previous experience in a junior administrative role	Essential
	Experience of supporting the management of process and policies	Desirable
Equal opportunities:	Equal opportunities: Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Disclosure Level		

What DBS Level is required for this post?	
None	<input checked="" type="checkbox"/>
Standard	<input type="checkbox"/>
Enhanced Child Only	<input type="checkbox"/>
Enhanced Child/Adult Bar	<input type="checkbox"/>

Working arrangements	
What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	
Fixed	<input type="checkbox"/>
Flexible	<input checked="" type="checkbox"/>
Field	<input type="checkbox"/>
Home	<input type="checkbox"/>