

**Job Title: Personal Assistant**

**Grade: H**

### Overall purpose of the job

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 Executive Support Team.

	<b>Main accountabilities</b>
1.	To act as the first point of contact to maintain realistic and manageable diaries and appointments. Ensuring that their working days enable them to make best use of their time.
2.	To assist in managing inboxes, ensuring that directors are aware of important/urgent emails, redirecting as appropriate and responding to emails without direction and in a timely manner. Collating information and providing suggested responses for directors to review.
3.	Ensuring all aspects of the meetings/conferences are organised, agendas developed, and minutes/papers are distributed in a timely fashion. Ensure timely responses to deadlines are achieved and that action logs are maintained and kept up to date at all times.
4.	To remain conversant with workloads of the members of the Leadership Team you support in order to assist with management of workload 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 Senior Leadership Team are kept informed of the progress of the enquiry.
6.	To undertake other tasks such as project work, supporting inspection activity, research and maintaining databases as directed and with minimal supervision.
7.	Provide support and work collaboratively with other members of the 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 behavioral, 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

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

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

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Understanding of the environment for providing administrative support to a senior leadership team		<b>D</b>
Good working knowledge of IT systems such as Word, Outlook, Excel and Powerpoint.		<b>E</b>
Use of Microsoft Teams for meetings and storing documents		<b>E</b>
<b>Skills</b>		
Ability to work as part of a multi-disciplinary team and establish good working relationships at all levels		<b>E</b>
Ability to arrange meetings and the associated administrative support required		<b>E</b>
Ability to demonstrate good communication skills both orally and written and the need for confidentiality		<b>E</b>
Ability to develop effective administration and support systems		<b>D</b>
Is courteous and effective when dealing with people, exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels		<b>E</b>

Regularly demonstrates a positive attitude and is customer focused ensuring that the needs of our customers are maintained and managed appropriately		E
<b>Experience</b>		
Previous experience of working as a Personal Assistant or as a high-level Administrator		E
Experience in supporting a senior leadership team		D
Experience of supporting the management of process and policies		D
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behavior, physical, social and welfare needs	E

#### Disclosure level

What disclosure level is required for this post?	None X	Standard
	Enhanced	Enhanced with barred list checks

#### Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default <u>workers type is flexible</u> )	Fixed	Flexible X	Field	Home
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