

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Personal Assistant

Executive Support, Chief Executive

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



West  
Northamptonshire  
Council

## Purpose and impact:

To provide comprehensive and proactive executive and administrative support to the Chief Executive, Executive Directors, Assistant Directors, Leader of the Council, Cabinet Members, Chairman, and the Lord Lieutenant as part of the Executive Support Team. Support arrangements will be flexible to ensure the needs of the executive and cabinet are continually met.

To take full ownership across a varied range of support tasks and work closely with senior officers and colleagues within the Executive Support Team to provide a consistent and high-quality service.

## Accountable to:

This role is accountable to one of our Executive Support Team Leaders and sits under the Executive Support Team Manager. The role sits within Executive Support, part of the Chief Executive Office in West Northamptonshire Council.

## Responsibilities:

1. To support executive officers and members in diary and inbox management, e-recruitment, and ERP responsibilities. Supporting executive officers and members to maximise the use of their time.
2. To be the first point of contact to receive, sort and prioritise communications including email, mail, and phone calls, responding to correspondence without direction. To redirect correspondence appropriately, and escalate where necessary, ensuring items are acknowledged and responded to in a timely manner.
3. To facilitate meetings/conferences through appropriate scheduling and booking of venues, formulating agendas, and circulating relevant documents within appropriate timeframes, capturing accurate minutes and actions, and managing a forward plan where appropriate.
4. To remain conversant with the workloads of senior colleagues and members in order to assist with the management of the work. To field enquiries from several avenues such as service issues, MP enquiries and general enquiries.
5. To liaise with members of the public, elected members and other stakeholders on behalf of the Executive Leadership Team, Leader, Cabinet, Chairman and Lord-Lieutenant, maintaining confidentiality and following GDPR regulations. Support enquiries and requests that come through, and make sure that actions are completed in expected timeframes. Maintain and develop positive relationships with these groups.
6. To undertake tasks as assigned by the Executive Support Team Manager or Executive Support Team Leaders, including project support, research, and data management.
7. Contribute to providing support as a team, completing general administrative duties and comprehensive support across the Chief Executive Office and the offices of the Leader, Cabinet, Chairman and Lord-Lieutenant.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Ability to work as part of a multidisciplinary team, establishing good working relationships at all levels.	E	A, I,
Demonstrate the ability to work independently and use initiative.	E	A, I
Demonstrate the ability to arrange meetings/conferences, utilising technology where appropriate.	E	A, I
Ability to demonstrate good communication skills both orally and written.	E	A, I
Confidence using and developing effective administration and support systems.	E	A, I
Courteous and effective manner when dealing with people. Exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels.	E	A, I
Regularly demonstrates a positive attitude and is customer focused, ensuring that the needs of our customers are maintained and managed appropriately.	E	A, I
Ability to ensure confidentiality is maintained in all aspects of the role and have the ability to act with integrity and discretion.	E	A, I
Ability to deal with conflicting priorities and prioritise where required.	E	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.	E	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, T, I

Knowledge:	Essential / Desirable	Measured by
Understanding of the environment in providing administrative support to a senior management team.	E	A, I
Knowledge of a wide range of IT systems including MS Outlook, Teams, Word, and Excel.	E	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience in working as a Personal Assistant to a senior level.	D	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSE Mathematics and English or equivalent	E	A, I, D
NVQ 3 or equivalent Business Administration/Secretarial	D	A, I, D
A-Level English	D	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37 per week	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	WNC Band 5	<b>Worker type:</b>	Part-Flexible
<b>Salary range:</b>	£30,560 - £32,212	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you are able to work from other office locations and when not working from an office you can work remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b>	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b>	High Performing	We get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b>	Respect	We respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b>	Innovate	We encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b>	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b>	Empower	We believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

