

## Job Description

**Job Title:** Personal Assistant

### Overall purpose of the job

To provide comprehensive and proactive executive and administrative support to the Chief Executive, Executive Directors, Assistant Directors, Leader of the Council, Cabinet Members 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.

### Main accountabilities

	Main accountabilities
1.	To support executive officers and members in diary 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, filed enquiries from all aspects 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 and Cabinet, 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 Manager, 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 Leader and Cabinet Office.
8.	To use innovation and initiative to improve support in the Executive Support Team, including digital innovation and capability, as well as seeking out efficiencies and new ways of working.
9.	To demonstrate awareness and understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

### **Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

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 required for this job

Qualifications Required	Subject	Essential/ Desirable
Able to demonstrate a good level of general education to GCSE standard Good standard of IT Skills in MS Office. NVQ 3 or equivalent.	Mathematics and English or equivalent  Business Administration/Secretarial	E  D
A-Level	English	D

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

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Understanding of the environment in providing administrative support to a senior management team		E
Experience in working as a Personal Assistant to a senior level.		D
Experience in use of IT systems including MS Outlook, Teams, Word and Excel		E

<b>Skills</b>		
Demonstrate the ability to work as part of a multidisciplinary team and establish good working relationships at all levels		E
Demonstrate the ability to work independently and use initiative		E
Demonstrate the ability to arrange meetings/conferences, utilising technology where appropriate		E
Ability to demonstrate good communication skills both orally and written		E
Experience of using effective administration and support systems		E
Courteous and effective when dealing with people, exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels		E
Demonstrates that they are customer focused ensuring that the needs of our customers are maintained and managed appropriately		E

Ability to ensure confidentiality is maintained in all aspects of the role, and have the ability to act with integrity and discretion		E
Ability to deal with conflicting priorities and prioritise where required		E

Equal opportunities		
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E

### Disclosure level

What disclosure level is required for this post?	<b>None</b>	Standard
	Enhanced	Enhanced with barred list checks

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