

<b>confRole Title</b>	<b>Personal Assistant</b>
<b>Job Family</b>	<b>Neighbourhood and Commercial</b>
<b>Competency Level</b>	<b>All Colleagues</b>
<b>Pay Range / Scale</b>	<b>SO1</b>
<b>Purpose</b> To provide confidential secretarial and broad based administrative services through a number of different systems and processes to ensure that the support to a Divisional Director is effective and assists service delivery.	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	<p>The service is delivered to the quality, organisational and professional standards required</p> <p>Customer / stakeholder expectations are managed in relation to what can be delivered.</p> <p>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p>
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	<p>Procedures are adhered to and all information is correctly recorded and processed.</p> <p>Accurate, complete and relevant information / records / reports are provided for internal and/or external use.</p>
Develop specialist documents / materials / activities to support / promote the service area.	<p>All materials / activities are delivered to the required standards and timescales.</p> <p>Communications are clear, well planned and effectively targeted.</p>
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	<p>Expert advice, information and support are provided on the full range of issues within the field of expertise.</p> <p>Queries / complaints are effectively managed.</p> <p>Appropriate action is taken to resolve the issue.</p> <p>Customers are satisfied.</p>
Maintain information systems which support the specialist area. Contribute to the development of these systems.	<p>Changes to systems, are identified and recommended.</p> <p>Systems meet operational requirements.</p>
Work closely with others to clarify changing customer / organisational requirements.	<p>Customer requirements are identified and documented.</p> <p>Improvement opportunities are identified and recommended.</p>
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	<p>Specialist work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Best practice is shared.</p>

Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

<b>Job Specific Accountabilities:</b>	<b>End Results/ Outcomes</b>
Represent the Council and the Divisional Director in a positive manner and be committed to the aims of the Council.	To protect the reputational integrity and confidentiality of the service.
Handle sensitive information and original paperwork in accordance to agreed procedures and guidelines	Ensuring confidentiality at all times.
Check the accuracy of documents and reports to ensure high quality and accurate written material is produced.	Ensuring all documents are a high quality.
Excellent verbal and written communication skills.	Be able to represent yourself in a clear and concise manner.
Experience in arranging and minuting meetings.	
Effectively manage the time of Divisional Directors and other senior officers, by checking diaries, arranging meetings and ensuring officers are well-prepared for meetings.	Ensuring that meetings are intelligently arranged to allow necessary travelling time and relevant paperwork is in place.
Take responsibility for archiving documents and files, following Council procedures to ensure that documents are stored and managed effectively.	Ensures preparedness
Cover for another PA on planned or unplanned leave.	Team working to ensure the Director's office runs efficiently and effectively.

<b>Nature of Contacts</b>
<p>Key contacts are internal and external customers/stakeholders</p> <p>Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>

<b>Procedural Context</b>
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually works within laid down procedures but needs to deal with day-today problems without always referring to others.</p> <p>Decisions will be made based on Council and legislative policies and procedures</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p> <p>Occasionally the post will be expected to work from other locations</p>
<b>Key Facts and Figures</b>

<b>Resourcing</b>
<p><b>Budget Responsibilities:</b></p> <p>None</p>
<p><b>Supervisory Responsibilities:</b></p> <p><b>None</b></p>
<b>Knowledge, Skills and Experience</b>
<p>We are looking for a motivated and enthusiastic person to work as a Personal Assistant to a Divisional Director of the Council's Management Team. The ideal candidate should have social care background, be a quick-thinker, a willing team member and able to adapt to changing priorities on a daily basis. They should be able to work with the utmost discretion and with a good awareness of political sensitivities.</p> <p>Key responsibilities will include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Inbox management ensuring emails are responded to daily as appropriate</li> <li>• Managing demanding diaries and preparation</li> <li>• Handling of emails, letters and phone calls - responding to or delegating as necessary on the</li> </ul>

Director's behalf

- Secretariat of Team and Board meetings
- Organising internal/external events and meetings as requested
- Liaising with colleagues across directorates to ensure delivery of Management Boards key projects

You will report to the Executive Business Support Team Leader and will support the relevant Director in parallel. You will work as part of a dynamic team who support the Council's top tier of management; however you will be based with the Director's you are supporting.

### **Indicative Qualifications**

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.  
Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.