



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	Personal Assistant to Directors		
GRADE: JOB CODE:	G5 RT344DIPAG5 JE Checked 23/08/2021	SERVICE AREA:	Administration & Business Support: EE&C, Children Services, Adult Social Care, Public Health & Hub, Resources & Transformation
REPORTS TO:	PA to ED	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	<p>Working outside normal hours will be required on occasions</p> <p>This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.</p>		

1. Main purpose of the job role:

- To work within a small team of PAs to provide comprehensive PA service to nominated Directors and wider support to other Directors.
- Act as first point of contact for Director (contacts include members of the public, elected members, senior managers and employees)
- Lead on co-ordination for various strategic and operational groups, meetings and boards, often more than one per day. This includes preparation of agendas and associated papers, taking accurate notes, updating action plans and task lists following the meeting, ensuring follow up tasks are completed by lead officers in a timely way.
- Assist with the coordination of reports for relevant committees
- Act as an ambassador for the council and the council senior management team.
- Build good working relationships with key partners and members; ensuring confidentiality, sensitivity and professionalism are maintained at all times.
- Ensure Directors are enabled and supported to prepare for all meetings, follow up actions, papers, pre-briefings and arrangements to ensure the Directors' time is effectively managed.
- Ensure deadlines are enforced and met by the wider teams.

2. Role specific duties and accountabilities:

- To understand the core business of the Directorate and contribute to its development and delivery through demonstrating appropriate political awareness when dealing with enquiries from MPs and Members.
- Supporting Directors with official complaints and MP enquiries including registering complaints onto the CRM system (to include complaints / enquiries by service users, councillor, MP's, etc.)
- Recognise patterns and or areas for improvement. Suggest changes / solutions to bring about required amendments in service provision.
- To demonstrate the necessary skills and knowledge to be flexible in support of the operation of the Directorate and the wider organisation to support efficient and effective delivery of services.

- Managing complex diaries with competing and conflicting demands, having the ability to re-arrange meetings at very short notice with multiple (often senior or external) participants.
- Attending and minuting Directorate Management Meetings, internal and external strategic and operational boards aligned to the assigned directorate.
- Monitoring multiple in-boxes, reviewing and responding to emails and flagging anything urgent to ensure deadlines are met.
- Forwarding correspondence to the relevant service area and chasing where necessary on behalf of the Directors.
- Effective logging, monitoring and tracking system which enables completion of deadlines to be met on correspondence, tasks and preparation for forthcoming meetings.
- Document production (all types, including reports, letters, presentations, minutes and similar) this includes access to confidential and sensitive information.
- Undertaking specific project work (may be task and finish, or ongoing) including sensitive high profile topics.
- Regular liaison with Heads of Services on behalf of the directors to keep projects and cases on track.
- Tracking and chasing responses from delegated tasks to ensure all matters are dealt with efficiently and effectively.
- Managing post and other correspondence.
- Provide cover for other PAs as required and support for each of the Directors during periods of high demand, absence or holiday cover.
- To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.

Team Working

- To work co-operatively and collaboratively with colleagues within the values of the Service / Directorate and the Council to achieve the aims, objectives, standards and targets of the post, the team and the Council.
- To work as part of a flexible team providing a high quality service to officers, Service areas and Directorates.
- To work as part of a team to ensure the effective and efficient delivery of service at the initial point of contact
- To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under health and safety legislation is required.
- To use personal skills, knowledge and experience to optimum effect within the limits of the post.
- To initiate, attend and be an active participant in working / project groups and other meetings as the team's representative to identify, discuss and resolve current issues.
- To inform relevant senior officers of all matters of concern arising within the scope of the post.

Quality

- To seek to continually improve administration systems in use within the team, particularly in relation to how these impact on the post.
- To participate positively in the implementation of new working methods and practices as required.
- To play a key role in identifying and in liaison with the Business Support Manager implementing areas for improvement

- To maintain a good understanding of, and competence in using, the administrative and ICT systems in use within the service.
- To use own initiative and problem solving skills to ensure improvements are continuously made to systems and processes.

Personal Development

- The post holder with support from the line manager is responsible for their self-development on a continuous basis and as such will be expected to undergo suitable training / shadowing.
- Developing specialist knowledge to facilitate co-working with professional colleagues (i.e. Social Workers / Education Psychologists, SEN, Early Years, ASC, Planning, Transportation, Clean and Green, Resilient Communities etc.)
- To undertake training and constructively participate in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- Participate in training and other learning activities and performance development as required
- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities.
- To take personal responsibility for remaining aware of the relevant key issues including those of the Corporate and Directorate Plans.

Customer Service

- To resolve issues/queries independently, recommend alternative solutions.
- Working as part of a team to ensure the effective and efficient delivery of service at the initial point of contact.
- Ensuring office phones are covered at all times and that accurate messages are taken, ensuring that these are passed to appropriate staff, recognising urgent situation and taking action to ensure message are not overlooked.

Recording and Information Processing

- Preparation of tables and diagram from raw data
- Accurately processing various sources of data using variety of programmes, including databases and spreadsheets

Office Systems

- To input, access, maintain, interpret and report on information stored on the councils ICT systems.
- Responsibility for the implementation and maintenance of office systems, including filing, scheduling, archiving etc.

General Systems

- Prioritising own workload at all times to ensure efficient running of the office
- Maintain a professional workspace by keeping workstation, office, waiting areas clean and tidy at all times
- To support the service in meeting its health and safety obligations in relation to buildings and people

- To undertake training and constructively participate in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder
- Demonstrate through personal and professional example a commitment to equality of opportunity for staff and service users and to challenge discrimination and other forms of unjust behaviour
- The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties
- Be aware of and comply with policies and procedures relating to health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Participate in training and other learning activities and performance development as required
- To undertake any other task that might reasonably be required within the grade and overall functions of the post.

Staffing Responsibilities

- To work collaboratively with the PA to the Executive Director to ensure appropriate plans are in place for the team (i.e. Business Continuity, Health Safety and Risk Assessments)
- Ensure continuity of office cover during office hours, including lunch time, flexi, annual leave and sickness etc.
- To work with the Business Support Team to implement change activities within the service.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Personal Assistant to Directors		GRADE G5	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>			
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		A/I	3
Abilities/Skills: (refer to JE guidance document)			
Ability to communicate and understand complex issues effectively by telephone, in writing, by e-mail and in person.		A/I	3
Ability to produce accurate summaries of meetings, events and conversations.		A/I	3
Ability to appropriately chase and seek responses from other senior managers on the Directors behalf with confidence, competence and ensuring local/central government, members and partners		I	3
Ability to understand the context within which the Directors operate, and how support to the Directors can be best provided		I	2
Ability to work on own initiative, flexibly and ability to handle change with the ability to work autonomously		A/I	2
Ability to plan ahead in the Directors diaries to ensure preparation for meetings, events and presentations is organized in advance on the day, attending to travel arrangements, briefings in advance of their request by the Directors		I	3
Commitment to providing excellent customer service with a drive for continuous improvement		A/I	3
Good problem solving skills and ability to use initiative		A/I	2
Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time		I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.			

Experience for working in an administration environment, preferable within a Public sector environment.			A/I	3
Knowledge of legislative and regulatory requirements applicable to the area of work. i.e. (Children Services, Adult Social Care, EE&C, Resources and Transformation).			A/I	2
Substantial experience of providing administration support to senior managers, preferable at Assistant Director level or above.			A/I	3
Experience of successfully developing and using process monitoring/bring forward systems			A/I	2
Experience of IT software, particularly Microsoft package covering Word, Excel, Powerpoint and Outlook.			A/I	3
Evidence of continuous professional development (where applicable)				
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.				
To have the following qualification(s) or the ability to demonstrate equivalent experience. <ul style="list-style-type: none"> • GCSE A to C or equivalent in English • Word Processing/ICT qualifications • NVQ 3 in Administration or willing to undertake the qualification 			A	
Other Essential Requirements				
An awareness of, and commitment to, equality of opportunity			I	2
Awareness of, and commitment to, confidentiality and handling data			I	3
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post				
Prepared by:	Yvonne Boon	Date:	16 August 2021	

