



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

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|----------------------------|--|----------------------|-----------------------------------|
| JOB TITLE: | Personal Assistant to Executive Director EE&C, Children Services, Adult Social Care, Resources & Transformation. | | |
| GRADE: | G7 | SERVICE AREA: | Administration & Business Support |
| JOB CODE: | | | |
| REPORTS TO: | Team Leader/ED PA | LOCATION: | Civic Centre |
| SPECIAL CONDITIONS: | Working outside normal hours will be required on occasion This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. | | |

1. Main purpose of the job role:

- Advise and provide high level strategic support to the Executive Director, in delivering the Council's priorities.
- Develop a programme of strategic meetings for the Executive Director with significant stakeholders to effectively manage relationships with internal and external contacts.
- 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 and ensuring follow up tasks are completed by lead officers in a timely way.
- Accountable for the pro-active forward planning of the Executive Directors diary, email and workload, which allows appropriate preparation time and effectively frees up critical time for the Executive Director to focus on strategic decisions.
- Facilitating the preparation of Cabinet and Scrutiny reports ensuring documentation is produced in advance of deadlines.
- To take ownership for highlighting potential pinch-points and actively proposes workable solutions.
- To act as a link/initial point of contact for dealing with incoming telephone calls from Councillors, Members of Parliament, local and regional politicians, the media, Council employees, outside organisations and members of the public and take necessary follow up action.
- To be the conduit between the Executive Directors office ensuring seamless operations between directorates.
- To be a source of advice and guidance both for customers and colleagues on behalf of the Executive Director
- In the absence of the Executive Director deal with queries, initiate action and refer to Officers as appropriate.

2. Role specific duties and accountabilities:

- Provide a comprehensive and confidential support service to the Executive Director. This involves a full administrative and secretarial service which includes typing letters, memos, reports and briefing notes, logging and chasing casework, utilising the appropriate software.
Accurate and timely completion of all administrative tasks including taking minutes, typing up reports, electronic filing, invoicing, budget management and registration of complaints.
- Maintaining and managing the Executive Directors electronic diary:

- Scheduling all appointments, speaking arrangements and meetings.
- Initiating requests for briefing notes, background information relating to diary commitments by maintaining an effective and efficient daily bring forward system.
- Arranging all necessary transport and hospitality relating to diary commitments.
- Management of Directorate and Board meetings including drafting agendas, issuing invitations, timely co-ordination of the receipt and dispatch of papers and accurate and consistent formatting and presentation of packs.
- Screening and fielding telephone calls, enquiries and requests, and dealing with them when appropriate. Meet and greet visitors at all levels of seniority and provide hospitality
- Organising office based and digital Board and Senior Management conferences, departmental visits and hospitality events.
- Organising and controlling a comprehensive filing and follow up system, regularly updating files and records.
- To investigate high profile complaints, areas of poor quality and shortfall in performance and to facilitate an appropriate resolution to the problem.
- To be responsible for complex problem resolution and escalation handling.
- Maintain awareness of initiatives and developments that affect the Council and the political Group Offices. This will involve dealing with politically sensitive issues as they arise.
- Undertake relevant research and development of information and initiatives, analysing information and producing expository notes, management information and development of presentations, reports and other materials as required.
- Develop and operate effective working practices that are designed to ensure that appropriate action is taken on behalf of the Executive Director by prioritising workloads and adhering to strict deadlines.
- Make effective use of new technology systems. This includes being actively involved in the determination of associated office procedures and best practice and the provision of support and guidance to users.
- To ensure continuity of office cover during office hours, including lunch time, flexi, annual leave and sickness etc.
- Undertake supervision of the Director's PA's within the Directorate including one to one's and APCs.

Team Working

- To work co-operatively and collaboratively with colleagues within the values of the Service / Directorate and the Council so as 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.

Financial

- To monitor financial transactions undertaken in the office, ensuring they meet the Council's audit procedures and financial regulations. Bring any concerns or irregularities to the appropriate Council manager
- Use financial systems as required including raising purchase orders/invoices as requested and ensure appropriate authorisation for payments, in line with audit and financial regulations.

- To undertake banking arrangements in line with audit procedures

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 and Team Leader/PA 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 and encourage and support staff in their development and training.
- To take personal responsibility for remaining aware of the relevant key issues including those of the Corporate and Directorate Plans.

Customer Service

- Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.
- 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.
- Taking ownership and responding to calls/enquiries.
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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
- Maintaining programmes including assisting in any analysis and statistical returns
- Assisting with the maintenance of quality standards in relation to data.
- Applicable only to ED PA Children Services - To collate data against agreed datasets, analyse statistics on all child deaths and present data.

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., delegating where appropriate

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 with Business Support Manager and Team Leader PA 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 Business Support Team Leaders 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 postholder 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 Executive Director EE&C, Children Services, Adult Social Care, Resources & Transformation. | GRADE TBC | |
|---|---|--|
| 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: refer to corporate behaviours document | | |
| 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 work in a pressurised environment using your initiative to manage competing priorities and deliver within changing circumstances and priorities. | A/I | 3 |
| Ability to communicate verbally with a broad range of people (e.g. elected members, senior managers and members of the public). | A/I | 3 |
| Ability to work effectively with a range of partners and stakeholders and to work under pressure to tight deadlines and co-ordinate the input of others whilst keeping up to date on changing issues and situations | A/I | 3 |
| Ability to communicate in writing with a broad range of people (e.g. elected members, senior managers, members of the public) including producing accurate, clear, concise correspondence and notes. | A/I | 3 |
| Excellent interpersonal skills – ability to deal with difficult situations, with tact and diplomacy and a high degree of confidentiality to achieve outcomes | A/I | 3 |
| Have an appreciation of basic health and safety knowledge in relation to the work environment. | A/I | 2 |
| Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time | I | 2 |

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| Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any. | | |
| Awareness and understanding of the role of the Council and the role/responsibilities of elected members and Cabinet Portfolio holders. | A/I | 3 |
| Knowledge of the Councils governance and decision-making processes. | A/I | 3 |
| Awareness of legislative and regulatory requirements applicable to the area of work is desirable. i.e. (Children Services, Adult Social Care, EE&C, Resources and Transformation). | A | 3 |
| 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. | | |
| NVQ level 3 or equivalent in business administration, or substantial proven experience working at Executive Assistant/Personal Assistant level in either the Public Sector or Private Sector | A | |
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| Other Essential Requirements | | |
| An awareness of, and commitment to, equality of opportunity | I | |
| Awareness of, and commitment to, confidentiality and handling data | I | |
| The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post | | |
| Prepared by: | | Date: |
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