





Job Description: Personal Assistant

Waverley and Guildford are ambitious authorities, committed to being two of the leading Councils in the country at a time of major change by developing high performing, highly engaged staff teams to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Personal Assistant
Service:	Legal and Democratic
Team:	Executive Support
Location:	The Burys, Godalming, Surrey, GU7 1HR and Millmead House, Guildford, GU2 4BB
Reporting to:	Executive Support Team Leader
Responsible for:	N/A
OUR SHARED ORGANISATIONAL VALUES	
Collaboration 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
Wellbeing 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
Trusted 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
Value for Money 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.

Professionalism



We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE

- The purpose of this role is to provide professional business support to the designated Assistant Director/s.
- The role is an integral part of the team, providing assistance to the designated Assistant Director/s to maximise efficiency and effectiveness in leading their Service Area. They will provide organisation, pro-activity and problem-solving, whilst managing competing demands and changing schedules whilst maintaining discretion and confidentiality.

MAIN DUTIES AND ACCOUNTABILITIES

- The role is accountable for providing professional business support to the designated Assistant Director. This role provides a high quality first point of contact, representing the Assistant Director/s to internal and external stakeholders. They will work in a collaborative environment, across both councils, and within their own team to deliver a consistent, high level of business support to the Joint Leadership Team and play an integral role in the delivery of the JLT capacity support plan.
- They will be responsible for effective diary maintenance, arranging meetings and providing meeting support with the minimum of guidance. They will be administratively proficient, picking up directed tasks, and communicating effectively with internal and external stakeholders via written and verbal media.
- They will be proficient in inbox management, and able to identify and communicate effectively to their principal(s) the priority of items, work with principal(s) to draft responses and follow up on key actions.
- They will be able to deal with the demands of different principal(s) whilst maintaining discretion and confidentiality.

DIMENSIONS OF THE ROLE

Direct Reports:

- None

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Initiative – Acting on one's own initiative to be able to proactively manage workload to provide excellent business support to the designated Assistant Director

- Decision Making – Being able and comfortable to make important decisions around priorities.
- Planning and Organising – Excellent planning and organisational abilities to meet the current and forthcoming requirements of the designated Assistant Director
- Communication – Excellent communication in all forms with a range of people including the designated Assistant Director, members of the Corporate Leadership Board, the Joint Leadership Team, Councillors, internal staff at all levels, members of the public and other key external stakeholders.
- Flexibility – Being able to adapt and work in a flexible way to meet the demands of the job and the support required of the designated Assistant Director
- Confidentiality and Discretion – Being able to work to support sensitive work with confidentiality and discretion
- Timeliness – To be able to work to deadlines and to ensure that work is undertaken, responded to and where appropriate followed up in a timely manner.
- Resilience and cover– Being able to provide support, as directed by the Executive Support Team Leader, across the range of the Executive Support Team work.

PLANNING/ORGANISING/CONTROLLING

- Able to triage incoming work and then proactively manage through the identification of key tasks and actions, and prompt follow-up.
- To provide a high quality first point of contact to customers and external stakeholders. Respond by email or letter as appropriate in a clear and professional manner to internal staff, Councillors, and external stakeholders in discussion with the Assistant Director
- Collating information required for external responses. Drafting external responses in conjunction with the Assistant Director. Ensure that responses are made within relevant timescales
- To prioritise day to day workload effectively responding to the needs of their identified Principal(s).
- To provide efficient diary management for the principal(s), arranging meetings and attendance with the minimum of direction.
- Collate and prepare relevant paperwork, including agendas, minutes and reports in a clear and professional manner. Taking accurate notes and following up on actions as required.
- Effective event organisation, co-ordination and arrangements of relevant logistics and planning for a successful event across a range of group sizes and locations.
- Comfortable with the financial processes, being able to set up suppliers, raise purchase invoices and manage invoice and payment requirements. Pro-actively chase up any outstanding invoices or financial information to ensure payments are made promptly and within service standards

- Facilitate their Principal/s participation in major projects and exercise, such as election preparedness.

CUSTOMERS AND CONTACTS

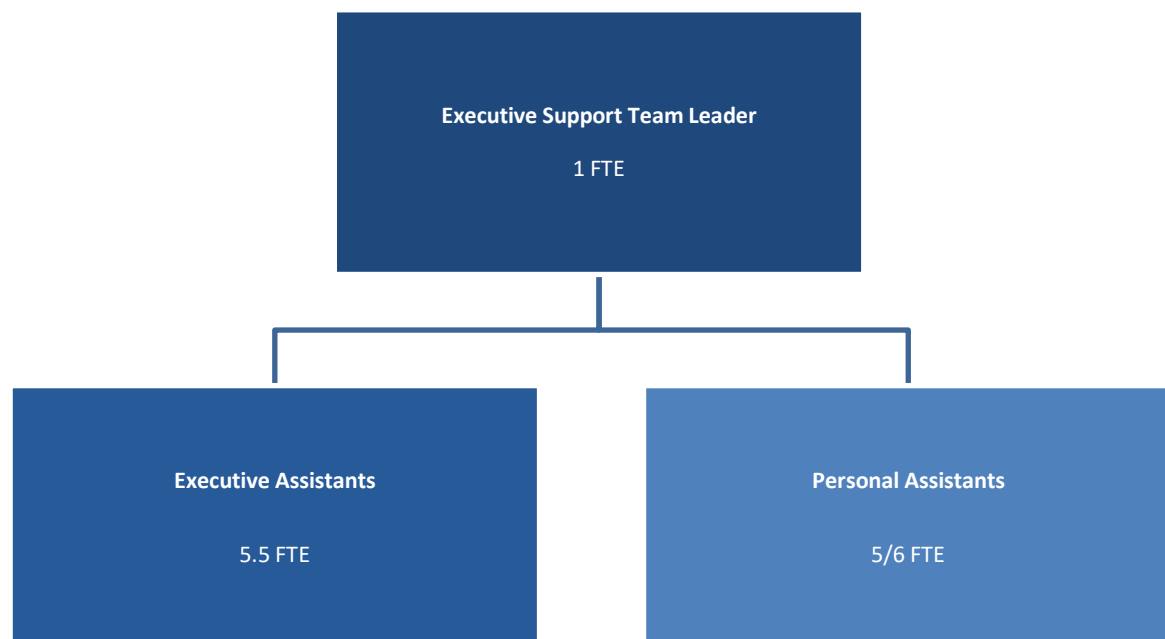
INTERNAL

- In this post, you will have significant contact with Councillors and senior officers of the Council. The Councils' Code of Conduct will apply.

EXTERNAL

- Internal and external stakeholders, Councillors, MP's, residents, members of the public.

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Educated to at least GCSE level or equivalent experience	A		
	Evidence of commitment to professional development (CPD) Item	A		
	Experience of the provision of professional business support to a senior manager level, e.g., Head of Service/Department	A		
KNOWLEDGE /TECHNICAL SKILLS	Detailed understanding of the requirements needed to support a Head of Department/Service.	A		
COMMUNICATION	Strong communication skills using both verbal and written media	A/E/I		
	Ability to confidently communicate with a wide range of internal and external stakeholders	I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Accurate spoken English is essential for the post	I		
TEAM WORKING	Ability to work collaboratively in a team environment	A		
	Provide resilience and cover for team members	A/I		

MANAGING SELF AND OTHERS	Ability to work to tight timescales	E/I		
	Excellent organisational skills	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Ability to be proactive and use one's own initiative	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC or laptop.	A		

How assessed:

- A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

Disclosure and Barring Service Check

Due to the nature of the work, this post involves a check on an individual's criminal background. The check is carried out through the Disclosure and Barring Service. Any offer of employment will be subject to receiving satisfactory clearance from the Disclosure and Barring Service.

Politically Sensitive post: Political Restrictions

Please note that the Local Government Officers (Political Restrictions) Regulations 1990 apply to this post. In general terms these provisions mean that the postholder is prohibited from:

- holding or standing for elected public office (except Town or Parish Councils);
- holding office in a political party;
- speaking or writing in public (including on social media) in a personal capacity in a way that might be regarded as favouring one or other political party;
- canvassing at elections

Behavioural competencies:

COMPETENCIES (LEVEL 1 – 4)	Communication:	
	Customer Service:	
	Team Working:	
	Managing Self and Others:	
	Can do approach/Results:	

For Official Use only			
Job title:		Post no:	
Service:		JE score:	
Team:		Pay band:	8
Location:		Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week

REVIEWED BY:		DATE:	
CHECKED IN:	HR	DATE:	
LAST UPDATED:	Add date	DATE:	

