

Role Title	Personal Assistant
Role Purpose	<p>The purpose of this role is to provide professional business support to the designated Head/s of Service.</p> <p>The role is an integral part of the team, providing assistance to the designated Executive Head/s of Service 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.</p>
Role Specific Accountabilities	<p>The role is accountable for providing professional business support to the designated Executive Heads of Service. This role provides a high quality first point of contact, representing the Executive Head/s of Service 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 Management Team and play an integral role in the delivery of the JMT capacity support plan.</p> <p>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.</p> <p>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.</p> <p>They will be able to deal with the demands of different principal(s) whilst maintaining discretion and confidentiality.</p>
Key Dimensions	<p>Direct Reports:</p> <ul style="list-style-type: none"> - None

Additional Notes:

1. All work performed and duties undertaken must be carried out in accordance with relevant Council and Service policies and procedures, within legislation and with regard to the needs of our customers and the diverse communities we serve.
2. This document sets out the main dimensions of the job it describes. It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.
3. You will be expected to be flexible in your duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as request by your line manager.
4. This is a politically restricted post. You cannot be elected as a councillor in any local authority whilst employed in this role.

Health and Safety / Risk Management

1. Ensure that all aspects of the Councils' Health and Safety Policies and Procedures are adhered to.
2. Be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of corporate and service objectives.
3. Adhere to the relevant Councils' constitution.
4. Champion Safeguarding policy and practice.

Contacts and Relationships

In this post, you will have significant contact with Councillors and senior officers of the Council.

Personal Assistant

(please note the below are all essential requirements)

Qualifications

1. Educated to at least GCSE level or equivalent experience
2. Evidence of commitment to professional development (CPD)

Experience

1. Experience of the provision of professional business support to a senior manager level, e.g., Head of Service/Department

Knowledge

1. Detailed understanding of the requirements needed to support a Head of Department/Service.

Skills and Abilities

1. Able to triage incoming work and then proactively manage through the identification of key tasks and actions, and prompt follow-up.
2. 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 Executive Head of Services
3. Collating information required for external responses. Drafting external responses in conjunction with the Executive Head of Service. Ensure that responses are made within relevant timescales
4. To prioritise day to day workload effectively responding to the needs of their identified Principal(s).
5. To provide efficient diary management for the principal(s), arranging meetings and attendance with the minimum of direction.
6. 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.

7. Effective event organisation, co-ordination and arrangements of relevant logistics and planning for a successful event across a range of group sizes and locations.
8. 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
9. Facilitate their Principal/s participation in major projects and exercise, such as election preparedness.

Competencies

1. **Can Do Approach/Results (Level 2)** Initiative – Acting on one’s own initiative to be able to proactively manage workload to provide excellent business support to the designated member of the Corporate Management Board.
2. **Customer Service (Level 2)** Decision Making – Being able and comfortable to make important decisions around priorities.
3. **Managing Self and Others (Level 2)** Planning and Organising – Excellent planning and organisational abilities to meet the current and forthcoming requirements of the designated member of the Corporate Management Board.
4. **Communication (Level 3)** – Excellent communication in all forms with a range of people including the designated member of the Corporate Management Board, the Joint Management Team, Councillors, internal staff at all levels, members of the public and other key external stakeholders.
5. **Team Working (Level 2)** 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 member of the Corporate Management Board.
6. **Communication (Level 1)** Confidentiality and Discretion – Being able to work to support sensitive work with confidentiality and discretion
7. **Customer Service (Level 1)** 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

8. **Team Working (Level 2)** Resilience – Being able to provide support, as directed by the Business Support Team Leader, across the range of the Business Support Team work.
9. **Team Working (Level 3)** Political awareness – an appreciation of the political sensitivities in the Council and an ability to negotiate through these when communicating with councillors, officers and external stakeholders