

Job Description

Job Title	Personal Assistant
Grade	Band G
Reporting To	Leadership Team
JD Ref	CSUP0036G

Purpose

Be the point of contact for the Leadership Team, acting as an ambassador for the Council by providing an excellent customer service. Provide professional organisational support to corporate leadership through the delivery of executive personal assistant services.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Corporate Support Hub Duties and Responsibilities:

- Work as part of a Corporate Support Hub to provide an effective personal assistant support service to the Leadership Team and provide cover for Leadership Team as required.
- Work in a Corporate Support Hub, working closely with the other hubs in various locations. Required to adapt and work flexibly across the hubs as directed by the Executive Assistant.
- Promote and demonstrate effective hub working. Contributing to knowledge sharing and constant development of skills and expertise.
- Manage and prioritise high volumes of work, providing full personal assistant support to more than one member of the Leadership Team.
- Deputise for the Chief Executive's Personal Assistant when necessary.

Communication, Engagement and Training:

- Answer telephone calls and deal with initial enquiries from members of the public, Senior Managers, people who use services, MPs and Elected Members etc. Filtering and directing incoming telephone queries where they cannot be resolved at first contact, identifying urgent/sensitive matters.
- Manage correspondence, seek responses from relevant sources and draft responses as necessary.
- Provide hospitality including meeting and greeting visitors, providing refreshments, direction and information and responding to enquiries ensuring customer satisfaction.

- Provide and promote a customer focussed service. Giving advice and guidance and exchanging information with customers, stakeholders and others on business processes and operational service issues and outcomes. Adapting style of communication to suit audiences.
- Wherever possible resolve or allocate initial enquiries and complaints. Liaising with appropriate officers in responses to members of the public, Councillors, MPs, redirecting as appropriate and tracking/monitoring outcomes.

Data Manipulation, Analysis and Decision-Making:

- Collate, disseminate and control the distribution of mail and other documentation and information received or originated by the Leadership Team member.
- Proactively screen the Leadership Team members emails for meeting requests/ meeting papers etc and ensure that these are either electronically filed or a hard copy produced as per individual needs.
- Maintain the electronic diary on behalf of the Leadership Team member, arranging meetings and events, booking venues, issuing invitations, preparing and obtaining background papers, briefing notes and speeches as directed.
- Ensure that systems operate for all correspondence to be correctly directed and responded to in a timely manner.
- Provide a progress chasing function to ensure speedy, accurate and effective follow up actions to maintain organisational standards.
- Actively pursue matters arising from meetings and ensure they are acted upon in a timely manner.
- Collate agendas and take minutes for meetings as required and be responsible for the distribution of relevant papers.
- Prepare and produce documentation including reports and presentations to a high standard and quality.
- Set up and maintain systems for the management of confidential papers and other important documents.
- Anticipate and co-ordinate courses / conferences, travel and accommodation requirements through Business Support.
- Contribute to the achievement of corporate statistical and qualitative performance targets.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade.



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Role Specific Knowledge, Experience And Skills

Qualifications

- *Desirable - Business Administration or equivalent.*

Knowledge & Skills

- Excellent literacy and numeracy skills.
- Good interpersonal and communication skills.
- Minute taking.
- Strong organisational skills.
- Knowledge of relevant specialist legislative requirements relating to businesses processes e.g. GDPR.
- Understanding of confidentiality and sensitivity.
- Ability to analyse information and make an appropriate decision on a course of action.
- Comprehensive IT skills e.g. use of Microsoft Office etc.
- Ability to work efficiently and accurately.
- Ability to work to multiple and/or conflicting demands.
- Ability to work on own initiative.
- *Desirable – Understanding of the role of local government chief officers and the political environment.*
- *Desirable – Understanding of senior leadership priorities and ways of working which will ensure effective delivery of key tasks.*
- *Desirable – Preparing Cabinet and Committee Reports and presentations.*
- *Excellent persuasive and influencing skills.*
- *Understanding of equal opportunities in relation to people who use the service and how they may be affected by social inclusion.*

Experience

- Working in a customer service or office environment.
- Experience of providing personal assistant support to all levels of seniority.
- Ability to project a professional persona which reflects a positive corporate image of the Council.
- *Desirable - Experience of working with Elected Members.*
- *Desirable - Experience of organising events, including booking events, accommodation and travel arrangements.*



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Additional Information

- Work hybrid, with a flexible working approach to accommodate service needs.
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Michael Callon – Head of Corporate Office

Date Of Approval: 26/04/2024



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