

Job Description

Job title	Personal Assistant
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 3
Reports to	Executive Assistant

Main purpose of the job:

To provide an outstanding, professional, wide-ranging personal support service for the Assistant Director to enable them to become more effective and efficient in their role, by providing key administration and logistical support supported by Council's standard administration practices.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

To provide personal support for meetings including organising venues and refreshments, inviting attendees, planning agendas, meeting and greeting visitors, ensuring that minutes and action logs are produced to a high standard and that outcomes are communicated through the appropriate channels and means.

To undertake extensive diary management for the Assistant Director, scheduling appointments and using sound judgment to prioritise meetings and ensuring the Assistant Director is in the correct place, on time with all relevant documents

To maintain files, documents and correspondence and other papers ensuring that briefing papers are prepared in advance and correspondence is assigned, effectively dealt with and monitored.

To monitor the Assistant Director inbox and email management.

To carry out basic research projects and some simple analysis of data, to support the Assistant Director in preparing for meetings.

To organise the daily workload, diary management and filter and co-ordinate all communications, ensuring urgent matters are flagged at the earliest opportunity.

To respond to routine correspondence without direction.

To undertake tasks for DMT, including liaising with members of the public and elected Members on behalf of DMT and remaining conversant with the workloads in order to assist with management of workload and fielding enquiries on service issues.

Liaise with managers, senior leaders, cabinet members and other operational staff to ensure effective and seamless service delivery.

Manage payments for goods or services received, having regard to the Council's standing orders and financial regulations.

To act as the first point of contact for all internal and external customers providing a welcoming environment

To provide cover across the team as and when required.]

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Executive Assistant.

[The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.]

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis. |

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- 5 GCSE's at grade 4-9 (including in English and Maths)
- Willingness to work towards Level 3 in Business Administration, or equivalent

Level B

- Working towards Level 3 in Business Administration, or equivalent

Level C

- Level 3 in Business Administration, or equivalent
- Completed a range of courses offered by the Council under the Leadership Academy programme / In house training courses bespoke to position |

Knowledge

Level A

- Knowledge of the principles of good customer service and working accurately with administration tasks.
- Knowledge of GDPR and its importance when handling data and information sharing
- Good knowledge of financial procedures and some knowledge of Council processes
- Knowledge of the systems used to perform your role
- Knowledge and understanding of how teams work with other services taking a proactive approach towards helping others
- Knowledge of HR and Health & Safety policies and procedures

Level B

- A good understanding of equality, diversity and inclusion
- Detailed knowledge of service area in which you are engaged
- Detailed knowledge of systems
- Proficient knowledge of procedures, legislation and/or practices relevant to the area in which you are working

Level C

- Ability to demonstrate the practical and procedural knowledge across the division in which you are employed
 - Expert knowledge in the areas in which you are working including systems and legislation that govern how you work
 - A good understanding of the Council's Record Retention Policy and freedom of information protocols |
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Experience

Level A

- Experience of working as a personal assistant/secretary to a senior manager
- Experience of providing a comprehensive administrative support service across a range of services
- Experience of undertaking complex minutes and taking proactive approach to tracking actions

Level B

- Experience of dealing with confidential and sensitive data
- Extensive experience of working in a personal assistant environment and/or providing an administrative support service in the public sector
- Experience of meeting income targets and understanding budgets
- Experience of having a shared responsibility for developing policies and procedures relating to administrative functions, which have a significant impact on the organisation
- Experience of understanding basic project research

Level C

- Experience of using data to positively influence performance
 - Experience of supporting with a range of complex tasks such as writing reports, letters, presentations etc
 - Experience of supporting projects and data analysis
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Skills

Level A

- Ability to take minutes quickly and accurately
- Ability to demonstrate effective organisational and planning skills
- Ability to explain straightforward tasks to others
- Proficient in the use of Microsoft Office applications (including Word, Excel, Teams, PowerPoint and Outlook)
- Good interpersonal and communication skills. Able to communicate effectively at all levels.
- Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems
- Ability to manage customer expectations remaining polite and courteous at all times.
- Report writing skills and ability to take accurate notes and draft correspondence.
- Ability to deal with some work-related pressure, for example from deadlines, interruptions or conflicting demands.
- Ability to maintain confidentiality at all times
- Good time management skills

Level B

- Ability to handle and process documentation relating to considerable financial amounts accurately
- Ability to use own judgement and creativity to assess situations and solve straightforward problems
- Demonstrates the ability to deal with considerable levels of work-related pressure

Level C

- Ability to model high levels of professionalism and promote a culture of professional standards

- Excellent administrative skills, with experience of adapting services, where possible, to meet service needs and can take the initiative to work with other agencies where necessary.
- Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.]