

Job Description

Job title	Personal Assistant to Chief Operating Officer [Section 151 Officer]
Directorate	BUSINESS : Business Support
Division	Finance and Business Improvement
Range	MPR 3
Reports to	Executive Assistant to Chief Operating Officer [Section 151 Officer]

Main purpose of the job:

Provide high-level, accurate, confidential administrative and organisational support to the Chief Operating Officer and Senior Managers, ensuring the effective coordination of diaries, records, and correspondence. Working closely with the Executive Assistant you will contribute to the delivery of a responsive, well-structured support service that enhances leadership effectiveness and ensures compliance with Council procedures and statutory obligations.

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

Accountabilities and outcomes:

Manage the Chief Operating Officers diary and coordinate priorities with the Executive Assistant to ensure a well-organised, responsive support service that enables senior leaders to focus on strategic objectives.

Maintain accurate records, correspondence (including letters, Freedom of Information (FOI) requests, Subject Access Requests (SAR), the Medway Community Lottery applications, spreadsheets, forward plans, and divisional registers in collaboration with the Executive Assistant to ensure timely tracking of activities, deadlines, and communications, supporting transparency, operational efficiency, and compliance with corporate and statutory requirements.

Compile credit card returns for the Chief Operating Officer and process requisitions and purchase orders in line with Council policies and financial regulations to ensure financial accountability and comply with procurement processes.

Provide ad hoc administrative support to the Senior Management Team and Heads of Service and cover for the Executive Assistant as needed, including minute-taking and preparation of statutory and corporate returns to maintain continuity of service and ensure critical administrative functions are delivered to a high standard.

Medway Council Job Profile

Deal with a broad range of enquiries, providing information and guidance as appropriate and exercising a high degree of discretion and sensitivity in dealing with internal and external stakeholders, councillors and partners, and showing a particular awareness of political sensitivities.

Liaise with managers, senior leaders, cabinet members, and operational staff, acting as the first point of contact for internal and external customers to provide a professional, responsive, and seamless service experience.

Raise requisitions and process purchase orders for goods and services upon receipt of items or completion of services, ensuring all procurement activities comply with the Council's standing orders, financial regulations, and internal control procedures.

Provide flexible support across the team, as agreed with the Executive Assistant, to maintain team resilience and ensure uninterrupted service delivery during peak periods or absences.

At manager discretion, other activities may be assigned that fit the job description.

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.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

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

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

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.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Executive Assistant to the Chief Operating Officer.

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 should be considered essential requirements.

Qualifications

Level A

- 5 GCSEs at grade 4-9 (including English and Maths).
- Willingness to work towards Level 3 in Business Administration or equivalent.

Level B (in addition to level A criteria)

- Working towards Level 3 in Business Administration or equivalent

Level C (in addition to levels A and B)

- Level 3 in Business Administration or equivalent.
- Evidence of ongoing continuous professional development.

Knowledge

Level A

- Knowledge of the principles of good customer service
- Knowledge of GDPR and its importance when handling data and information sharing.
- Knowledge and understanding of how teams work with other services taking a proactive approach towards helping others.
- A good understanding of equality, diversity and inclusion.

Level B (in addition to level A criteria)

- Knowledge of the service area in which you are engaged.
- Knowledge of procedures, legislation and/or practices relevant to the area in which you are working.
- Knowledge of the IT systems used to perform your role.
- Awareness of the Council's financial processes and procedures relevant to role.

Level C (in addition to levels A and B)

- Practical and procedural knowledge across the division in which you are employed.
- Practical and procedural knowledge required to process Freedom of Information (FOI) and Subject Access Requests (SAR).
- Awareness of the political environment and the role of elected Members in decision-making, scrutiny, and service delivery.

Experience

Level A

- Experience of providing administrative support 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 (in addition to level A criteria)

- Experience of dealing with confidential and sensitive data.

Medway Council Job Profile

- Experience of working in a personal assistant environment and providing excellent administrative support service in the public sector.
- Experience of maintaining an effective forward planning system.
- Experience of supporting with a range of complex administrative tasks such as writing reports, letters, presentations etc.

Level C (in addition to levels A and B)

- Experience of using data to positively influence performance.
- Experience of supporting projects and data analysis.
- Experience of building sound and productive working relationships with customers, colleagues, partners and staff groups and can engage others in a credible and persuasive way.

Skills

Level A

- Proficient in the use of Microsoft Office applications including Word, Excel, Teams, PowerPoint and Outlook.
- Ability to undertake minutes quickly and accurately.
- Ability to demonstrate effective organisational and planning skills
- 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 always remain polite and courteous.
- Ability to always maintain confidentiality.

Level B (in addition to level A criteria)

- Ability to handle and process financial documentation accurately.
- Ability to use own judgement and creativity to assess situations and solve straightforward problems.
- Ability to deal with considerable levels of work-related pressure.
- Report writing skills and ability to take accurate notes and draft correspondence.
- Ability to explain tasks to others and provide support.

Level C (in addition to levels A and B)

- 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 present complex/sensitive information in an understandable way, to a range of audiences.
- Ability to undertake work that requires a range of imaginative solutions and responses and involves application of fresh and innovatory thinking.