

Job Description

Job title	Personal Assistant to Assistant Director, Culture & Community
Directorate	PLACE : Regeneration, Culture and Environment
Division	Culture & Community
Range	MPR 3
Reports to	Executive Assistant to Assistant Director, Culture & Community

Main purpose of the job:

Manage the Assistant Director’s diary and collaborate closely with the Executive Assistant to ensure the delivery of a well-organised, responsive, and high-quality support service. Maintain accurate records, files, and correspondence, including letters and complaints, ensuring all communications are handled promptly and professionally. Provide comprehensive and confidential personal support to Senior Managers in line with the Council’s standard administrative procedures.

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

Accountabilities and outcomes:

Diary Management: Undertake management of the Assistant Director’s and Senior Managers’ diaries to ensure their schedules reflect current business needs and priorities, scheduling appointments, ensuring relevant stakeholders are included, and meetings are set to suit incoming deadlines or key dates. This will include factoring in any logistical requirements and ensuring colleagues are in the correct place, on time, with all relevant documents.

Meeting Support: Organise venues and refreshments, inviting attendees, planning agendas, and meeting and greeting visitors ensuring that minutes and action logs are produced to a high standard and outcomes are communicated through appropriate channels. This will include commissioning briefing notes or updates for upcoming meetings and ensuring these are available through a mutually agreed consistent process.

Inbox and Correspondence Management: Monitor the Assistant Director’s mailbox, sending holding responses, and flagging urgent matters for action, responding to routine correspondence without direction and ensuring email traffic is dealt with appropriately and efficiently. This will also include maintaining files, documents, and correspondence, ensuring briefing papers are prepared in advance and correspondence is effectively dealt with and monitored.

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Administrative Support: Maintain spreadsheets, forward plans, and divisional registers with support from the Executive Assistant to ensure compliance with corporate and statutory deadlines; compile credit card returns on behalf of the Assistant Director in line with Medway Council policy; provide ad hoc administrative support to Heads of Service; and cover for the Executive Assistant as needed, including minute and action taking, FOI allocation and tracking, and preparation of statutory and corporate returns within required timeframes.

Research and Data Analysis: Conduct basic research and perform simple data analysis to support the Senior Manager in preparing for meetings, presentations, and strategic discussions, ensuring information is accurate, relevant, and presented in a clear and professional format.

Communication and Liaison: Liaise with managers, senior leaders, cabinet members, and other operational staff to ensure effective and seamless service delivery and act as the first point of contact for internal and external customers, providing a welcoming environment.

Financial Management: Raise requisitions for planned goods and services and process purchase orders 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.

General Support: Provide flexible support across the team as required to ensure continuity of service and consistent delivery of operational priorities.

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.

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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 Assistant Director, Culture & Community

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

- A minimum of 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 (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 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 (in addition to level A criteria)

- Experience of dealing with confidential and sensitive data.
- 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.

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- 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 innovative thinking.