

Job Description

Job title	<Personal Assistant to Director of Place
Directorate	PLACE : Regeneration, Culture and Environment
Division	Director's office
Range	MPR 3
Reports to	Executive Assistant to Director of Place

Main purpose of the job:

Effectively support the work of the Director and the Director's office through managing and co-ordinating the smooth running of the Director's commitments and office and ensuring a well-planned, thorough and responsive support service is in place.

Proactively organise the daily workload and diary management, filtering and co-ordinating all communications, and ensuring urgent matters are shared at the earliest opportunity and briefing papers are prepared in advance for the Director.

Maintain files, documents and correspondence including letters and complaints, ensuring all correspondence is dealt with in a timely fashion.

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

Accountabilities and outcomes:

Provide comprehensive support to the Director through effective diary management, ensuring all paperwork and venue details are accessible, while independently monitoring the Director's inbox and proactively addressing matters as appropriate.

Monitor and manage incoming MP correspondence, ensuring it is appropriately distributed to the relevant teams across the Directorate and that responses are tracked and followed up in a timely manner.

Manage all correspondence into the Director's office, including petitions, ensuring responses are sent in a timely manner.

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Provide cover for the Executive Assistant to Director and Business Support Officer during periods of absence ensuring continuity of service and maintaining high standards of administrative and operational support.

Provide support with the Make a Difference Awards when required and any other adhoc tasks to support the smooth running of the Director's office.

Establish and maintain a social media platform for the Director, ensuring it is updated appropriately to reflect key messages.

Attend the RCE Staff Forum to gain knowledge of key issues and priorities across the Directorate in order to support effective communication.

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.

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Organisation:

This role reports to the Executive Assistant to Director of Place

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.
- 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.

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- 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.