**JOB DESCRIPTION**

**Department**: Adult Social Care

**Post**: Personal Assistant

**Hours**: 36

**Grade**: Grade ‘G’ JE no. 14

**Location:** Magdalen House

**Responsible to:**

Executive Director Adult Social Care, Health and Wellbeing. There may be a requirement to support another senior role within the directorate.

**JOB PURPOSE**

To provide a comprehensive and confidential executive level personal assistant support service.

**MAIN DUTIES**

1. To support the above officer/s, proactively contributing to the efficiency of their time by providing comprehensive support systems and acting as first point of contact.
2. Produce, collate and distribute documents in the corporate style, including agendas, minutes, correspondence, reports, spreadsheets and presentations, within agreed timeframes to support the efficiency and effectiveness of the service.
3. Maintain secure and effective data recording and filing systems to support this activity ensuring appropriate access to key documents.
4. Undertake a variety of support tasks including progress chasing, preparing papers/agendas/reports, document management etc. to agreed timeframes.
5. To undertake basic research as required and compile summary briefings.
6. To manage and co-ordinate projects as required including events and briefings.
7. To filter a range of incoming information and to assess priorities to support the effectiveness of the above officers.
8. Co-ordinate and support the activities associated with the diary management including the co-ordination of appointments, briefing sessions and meetings, booking venues, minute taking, and to be proactive in ensuring any follow up actions are managed. Organising travel arrangements and booking resources as required.
9. Administer emails and, where appropriate, action routine responses and acknowledgements to correspondence; additionally to draft, as directed, other responses to more detailed and complex issues including undertaking background research to inform responses. In response to customer queries ensuring any follow up actions are managed to meet agreed corporate standards.
10. Respond to general correspondence and enquiries, both verbal and/or in writing, from Elected Members, service users, Directors, Assistant Directors, Senior Officers, or external organisations. Act as the first a point of contact, filtering and directing incoming enquiries. This requires the post holder to identify urgent/sensitive matters and escalate/signpost as appropriate.
11. Monitor, track and co-ordinate any actions to be taken on decisions from Committees or other meetings.
12. Undertake clerical tasks as required.
13. To prioritise own workload, work to pre-determined deadlines and engage in multiple initiatives simultaneously, with a pursuit of excellence.
14. Provide cover and support as required across the PA team within the directorate.
15. Meet and attend to visitors with correct salutation, with due regard to maintaining a customer focus and due regard for the security of staff, the building and the equipment belonging to the service.
16. Demonstrate personal resilience, develop self, provide appropriate and constructive challenge, and listen and value others’ views with consideration to improving quality.
17. Maintain and develop partnerships within and outside of the Authority. Work corporately as well as collaboratively with a wide range of communities, partners and other agencies, building relationships that foster trust and have collective integrity and responsibility for delivery.
18. The Executive Director is in a dual role with Cheshire and Merseyside Integrated Care Board (ICB) and so there will be a requirement to understand the ICB function and to oversee the inbox and co-ordinate health correspondence and emails.
19. To ensure that client data information is lawfully gathered, accurate, up-to-date and only divulged in accordance with the Data Protection Regulation (GDPR) 2018, and the local government common law duty of confidentiality. Failure to apply these duties can lead to the individual or the Department facing court proceedings.

**SPECIAL CONDITIONS**

Work outside normal hours may be required from time to time.

A flexitime scheme is currently in operation.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not ‘protected’ (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013.

For further information, please refer to DBS filtering guidance at www.gov.uk/dbs.

**GENERAL**

This job description is a representative document. Other reasonably similar duties may be

allocated from time to time commensurate with the general character of the post and its

grading.

All staff have a duty to take care of their own health & safety and that of others who may be

affected by your actions at work. Staff must co-operate with employers and co-workers to help

everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available

to all employees. The post holder will be expected to comply, observe and promote the

equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The person appointed will be expected to undertake, and participate in training, coaching and development activities, as appropriate.

**Note:** Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

**METROPLITAN BOROUGH OF SEFTON**

**PERSON SPECIFICATION**

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| --- | --- | --- | --- |
| Post: | **Personal Assistant** | Post No. |  |
| Department: | **Adult Social Care** | Division: | **Service Development** |

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| --- | --- | --- | --- | --- | --- |
| **Personal Attributes Required** | | | **Essential (E)**  **or**  **Desirable (D)** | **Method of Assessment** | |
| **Relevant Education / Training**  A recognised qualification in secretarial or administrative skills  Qualification related to ICT.  Qualification related to typing/word processing. | | | D  D  D | AF/C  AF/C  AF/C | |
| **Experience**  A proven track record or ability of:  Supporting a senior management team in a complex organisation.  Providing administrative support and performing clerical tasks within a team environment.  Establishing and managing a successful filing system and diary management system.  Attending to visitors and responding to enquiries with the correct salutation.  Using IT applications such as Microsoft Word, Excel, Outlook, PowerPoint etc., to produce correspondence documents, spreadsheets or presentations and to maintain records.  Working collaboratively with a wide range of stakeholders.  Management of more than 1 inbox and emails  An understanding of local government; its structures and the services it provides to its customers.  An understanding of the services provided within the directorate.  Experience of shorthand and typing from dictation and using audio typing equipment. | | | E  E  E  E  E  E  D  D  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF  AF  AF | |
| **Ability/Skills/Knowledge**  Ability to maintain a high level of confidentiality, diplomacy and discretion at all times and be comfortable in a high-pressure environment.  Strong interpersonal skills to develop and maintain effective working relationships.  Administrative self-sufficiency, including sound office skills.  Excellent organisational skills, able to operate effectively with a high workload and to competing demands.  Good communication skills to exchange information with a range of audiences, where the information can sometimes be complicated or of a sensitive nature.  Ability to work using own initiative and as part of a team to achieve outcomes.  Ability to filter information and assess priorities.  Ability to compose letters, holding responses and other documents for a wide range of audiences.  Ability to take and reproduce required means of communication, including minutes, through various methods of dictation.  IT proficient.  Good analytical skills, initiative and creativity.  Basic research skills.  Willingness to provide a wide range of support tasks including reception of visitors, procurement and provision of refreshments. | | | E  E  E  E  E  E  E  E  E  E  E  E  E | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I | |
| **Personal Style and Behaviour**  Able to respond to constructive challenge and not be discouraged. Motivated and enthusiastic.  A team worker who fosters partnerships, works collaboratively demonstrates and promotes openness, trust and respect.  Organised, methodical and conscientious.  Reliable, determined, efficient and flexible.  Respects confidentiality. | | | E  E  E  E  E | AF  AF/I  AF  AF  AF | |
| **Other Requirements**  Evident commitment to personal continued Professional Development. | | | D | AF/C | |
| Prepared by: D Butcher | AF | = Application Form | | |
|  | I | = Interview | | |
| Date: 20th January 2025 | C | = Certificates | | |