Northumberland County Council

JOB DESCRIPTION

Post Title: Executive Personal Assistant	**Director/Division** HR/OD		**Office Use**
Band: Band 5	**Service/Workplace:** County Hall		JE ref: 3444
Responsible to: Democratic Services Manager	**Date:** September 2018	**Manager Level:**	

Job Purpose: To provide high quality and confidential administrative and secretarial support at a senior level to the Director to ensure the smooth management of their day to day affairs and most effective use of their time. To act as a key link and central point of contact for providing information and advice as necessary.

Resources	Staff	Some coordination of additional administrative support allocated from time to time. Supervision of apprentice including allocation of work.
	Finance	Accountable for expenditure against agreed but limited budget headings. Ordering and processing payments.
	Physical	Access and control of critical and confidential service data. Careful use of office equipment.
	Clients	None.

Duties and key result areas:

1. Carry out a full range of administrative and secretarial support to the Director to ensure the smooth management of their day to day affairs and most effective use of their time.
2. Proactively manage the Director's electronic diary, assessing priority of appointments and reallocation as necessary.
3. Process the Director's correspondence, ensuring that incoming correspondence is dealt with by the Director/or on behalf of the Director, or other staff as appropriate.
4. Handle sensitive and complex issues in a professional and objective manner. Take initiative as appropriate especially in the Director's absence.
5. Maintain the Director's office systems, including data management and filing and maintain records of the Director's contacts.
6. Screen calls, enquiries, requests, and email management within agreed parameters.
7. Control confidential papers, ensuring their safe retention, duplication and transmission and easy retrieval.
8. Produce timely, accurate and high quality typed material including correspondence, reports, e-mails, presentations and spreadsheets.
9. Organise and attend meetings with the Director to take formal minutes and transcribe accurately and concisely providing a true record of proceedings, book venues and refreshments, make appropriate travel arrangements, ensuring that the Director is adequately briefed and prepared.
10. Assist in the effective implementation of the business planning process in conjunction with senior managers by effectively monitoring work in progress against the work plan and ensuring that critical dates, events and actions receive appropriate attention.
11. Support the Director by undertaking assigned administrative projects, background research, investigations or data analysis as directed.
12. Provide a link for the Director with Elected Members, key stakeholders and other external bodies in a manner that maintains good working relationships.
13. Act as the first point of contact and receive visitors at all levels of seniority. Sift enquiries, ensuring that appropriate critical information is relayed on time or that enquiries are appropriately redirected,
14. Monitor and oversee allocated budget headings, raising orders and arranging the payment of invoices.
15. Assist with general service administrative and secretarial matters as required from time to time.
16. As a member of a professional team, fully support the management of the Executive Personal Assistant service.
17. Arrange corporate hospitality events and arrange accommodation and travel where appropriate.
18. The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Transport requirements:	Occasional need to travel to other service locations to attend meetings, conferences etc.
Working patterns:	Day work with some late hours and occasional weekend working. Flexible working hours will apply.
Working conditions:	Minimal exposure to disagreeable, unpleasant or hazardous conditions.

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PERSON SPECIFICATION

Post Title: Executive Personal Assistant	**Service: HR/OD**	Ref: 3444
Essential	**Desirable**	**Assess by:**
Knowledge and Qualifications		
● Good general education demonstrating numeracy and literacy. ● NVQ 3 Business Administration or an equivalent portfolio of experience ● RSA III typing qualification or an equivalent demonstrable competency, for example ECDL	● Knowledge of Local Government procedures ● Knowledge of Corporate priorities	
Experience		
● Significant experience in a senior secretarial / personal assistant position. ● Experience in taking minutes ● Experience in diary management ● Effective bring forward and filing system	● Previous local authority experience in a PA/secretarial role.	
Skills and competencies		
● Confident and outgoing personality. ● Efficient with excellent organisational skills. ● Excellent verbal and written communication skills. ● Ability to resolve problems and work on own initiative. ● Proactive and achievement oriented. ● Ability to plan and prioritise work. ● Ability to set and work to deadlines. ● Ability to remain calm and polite under pressure. ● Exercises due care and attention to detail. ● Political awareness and sensitivity. ● To maintain strict confidentiality at all times. ● Reliable and good timekeeping. ● Excellent interpersonal skills. ● Promotes equal opportunities and diversity in all aspects of work.	● Ability to take formal minutes and transcribe accurately and concisely.	
Physical, mental and emotional demands		
● Works in a seated constrained position. Some standing, walking, stretching & lifting. ● Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. ● Contact with the public may result in some emotional demands. ● Minimal exposure to disagreeable, unpleasant or hazardous conditions.		
Other		
● Works collaboratively as part of a team. ● Adapts to change by adopting a flexible, conscientious and co-operative attitude.		