Northumberland County Council

JOB DESCRIPTION

Post Title: Personal Assistant	**Director/Division**		**Office Use**
Band: Band 4	**Service/Workplace:** County Hall		JE ref: 3107
Responsible to: Executive Office Co-ordinator / Democratic Services Manager	**Date:** January 2016	**Manager Level:**	

Job Purpose: To support Directors/Heads of Service in their respective roles by ensuring a flexible approach is maintained in the provision of high quality administrative/secretarial support. Responsible for the overall administration of those officers including co-ordination of yearly plan of meetings, booking venues, preparation of agenda/supporting papers, taking minutes and taking relevant follow-up action. Act as a key link and central point of contact for staff and the public providing information and advice as necessary.

Resources Staff	Some coordination of additional administrative support allocated from time to time.
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 personal assistant duties for a small group of Directors and/or Heads of Service.
2. Proactive diary management/call filtering and email management within agreed parameters.
2. Produce timely, accurate and high quality typed material including correspondence, reports, minutes, e-mails, presentations and spreadsheets.
3. Attend meetings with Director/Head of Service to take formal minutes and transcribe accurately and concisely providing a true record of proceedings.
4. 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.
5. Support the Director or Head of Service by undertaking assigned administrative projects, background research, investigations or data analysis as directed.
6. Plan and arrange internal and external meetings, including preparing the necessary paperwork e.g. agendas pre circulated in good time as appropriate, booking venues and refreshments, making appropriate travel arrangements, ensuring that the Director/Head of Service is adequately briefed and prepared.
8. Provide a link for senior managers with Elected Members, key stakeholders and other external bodies in a manner that maintains good working relationships.
9. Act as the first point of contact. Sift enquiries, ensuring that appropriate critical information is relayed on time or that enquiries are appropriately re-directed,
10. Control confidential papers, ensuring their safe retention, duplication and transmission and easy retrieval.
11. Receive visitors as and when required and provide refreshments for visitors.
12. Monitor and oversee allocated budget headings. Raising orders and arranging the payment of invoices.
13. Ensure that an effective filing system is in place and that Directors/Heads of Service have ready access to relevant information and are in possession of the necessary documents prior to scheduled meetings.
14. Assist with general service administrative and secretarial matters as required from time to time.

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.

Work Arrangements

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: Personal Assistant	**Service:**	Ref: 3107
Essential	**Desirable**	**Assess by:**
Knowledge and Qualifications		
● Good general education demonstrating numeracy and literacy. ● OCR/RSA III or equivalent in Text Processing/Tying and Word Processing.	● Knowledge of Local Government procedures ● NVQ 3 Business Administration	
Experience		
● Significant experience in a senior secretarial 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		
● Excellent interpersonal skills. ● Excellent organisational skills. ● Excellent verbal and written communication skills. ● Extensive skills in the use of Microsoft Office. (Word, Outlook, PowerPoint and Excel) ● Ability to resolve problems and work on own initiative. ● 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 keeps good time. ● Promotes equal opportunities and diversity in all aspects of work. ● Proactive, achievement orientated and work on own initiative	● Able to take shorthand notes.	
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		
● Flexible approach to work		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits