

Role Profile – Personal Assistant to Group Management Team

INFORMATION ABOUT THE ROLE:

Group: Integrated Adults and Social Care Services

Service: Commissioning, Performance and Service Development

Location: Civic Centre

Line Manager: Business Support Team Lead

Car User Status:

Grade F £28,624 - £31,067

Provide a comprehensive, effective and confidential secretarial service to the Group Management Team within Integrated Adults and Social Care Service.

This will include a selection of specialist duties which are highlighted below.

WHAT WE WANT YOU TO DO.....

- To provide an efficient, professional and comprehensive secretarial service to the Group Management Team by acting as a first point of contact for callers, dealing with emails and phone calls by responding, passing on messages or highlighting them for attention.
- To provide a diary management service for the Group Management Team, including organising meetings and appointments, and highlighting important tasks and deadlines as required ensuring an efficient service is provided.
- To develop and maintain all manual and computerised record systems to ensure that information databases are up to date and available for use.
- To undertake note taking at meetings as and when required, including preparing the minutes, and agendas and ensure timely distribution.
- To liaise with other services and external organisations in order to deal effectively with all enquiries received.
- To assist in the implementation, monitoring and reviewing of administrative systems and procedures, to support best practice and continuous improvement.
- Such other responsibilities allocated which are appropriate to the grade of the post.



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WHAT YOU NEED TO BE SUCCESSFUL..... THE ESSENTIALS

THE KNOWLEDGE	THE QUALIFICATIONS
<ul style="list-style-type: none"> • Administrative and clerical procedures and systems • Data Protection and confidentiality 	<ul style="list-style-type: none"> • 5 GCSE's A - C or 9 - 4 including Maths and English or equivalent qualification or relevant demonstratable experience • NVQ level 3 in Business Administration or willing to work towards it
THE EXPERIENCE	
<ul style="list-style-type: none"> • Providing secretarial or other support service • Ability to prioritise own workload and work to tight deadlines • Implementing and developing manual and computerised systems • Arranging and taking minutes at meetings. • The use of IT systems and databases including MS Office software i.e. word, excel, PowerPoint • Excellent customer service skills • Effective communication and organisational skills • Working independently and as part of a team 	



OUR COMPETENCIES... *HOW WE WANT YOU TO BE*

CUSTOMER FOCUSED

Puts the customer first and provides excellent service to both internal and external customers

COMMUNICATION AND ENGAGEMENT

Uses appropriate methods to express information in a clear and concise way to make sure people understand.

Shares and listens to information and ensures employees views are sought out: listened to and make a difference. Facilitates and empowers employees to make things happen. Treats individuals with respect and consideration.

TEAM PLAYER

Works with others to achieve results and develop good working relationships

MAKE THINGS HAPPEN

Takes responsibility for personal organisation and achieving results

FLEXIBLE

Adapts to change and works effectively in a variety of situations

LEARN AND DEVELOP

Actively improves by developing and applying new skills and knowledge and learns from past experiences

