

Job Description

Post Title: Personal Assistant to Directors
Post Reference: T256
Grade: I
Duration: Permanent
Reports to: Head of Operations

Job Purpose

To provide an efficient and professional personal assistant service to the Directors of the Combined Authority.

Competency Framework Level

	General Competencies
All Staff	<ul style="list-style-type: none"> • We do what we say we will • We do it when we say we will • We aim for excellence • We keep people informed • We strive to learn and develop • We give and receive constructive feedback and act on it

Officer

	Leadership & Direction
Officer	<ul style="list-style-type: none"> • Recognises what they have to do to achieve the vision within their area of work • Communicates clearly about what outcomes will be achieved • Delivers the tasks that form the project or program with diligence to deliver identified value added activities and outputs • Understands the contribution they can make to corporate and service objectives by their delivery • Identifies an issue, suggests solutions and ensures escalation in order to achieve a solution • Brings ideas, suggestions and solutions to the betterment of delivery based on their delivery experience

	Communication & Influence
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Officer	<ul style="list-style-type: none"> • Communicates with colleagues across functional areas to ensure a “joined up” approach to delivering services for the customer • Identifies and articulates issues at the task/delivery level to managers • Listens carefully to understand others’ views • Understands the influences that could affect task delivery and articulates the adaptations that might be necessary for continuous successful delivery • Thinks beyond, to expresses ideas on efficiencies, and streamlined approaches through understanding of the task delivery • Communicates with assistants hourly, daily and weekly on the progress of the tasks
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Experience & Technical	
Officer	<ul style="list-style-type: none"> • Supports the organisation on a day to day basis on defined projects or programmes • Has most of the technical knowledge / skills required to undertake their day to day responsibilities and can independently access anything outside of their skillset • Manages day to day relationships with other staff members within their field • Is responsible for day to day output of work • Manages more junior officers in their projects / programmes

Responsibility & Accountability	
Officer	<ul style="list-style-type: none"> • Has operational responsibility and accountability to (Senior) Manager for their delegated areas of responsibility • Has operational responsibility and accountability to (Senior) Manager for their delegated areas of responsibility • takes personal ownership of challenges/issues through to resolution

Duties & Responsibilities

1. Diary management and co-ordinate all activities including associated travel, itineraries and paperwork directly in relation to the Directors.
2. Organise and prepare for internal/external meetings and presentations and any associated paperwork, travel, meeting room and catering arrangements, directly in relation to the Directors.
3. Deal with all enquiries received via telephone directly to the Directors.
4. Produce documentation from copy, audio, email and verbal formats, as required. Format and present documentation, as required, e.g. mail merge, reports, presentations.
5. Ensure the completion and return of any appropriate documentation in relation to the Directors.
6. Monitor email inboxes in a confidential and sensitive manner to ensure important matters are advised, actioned or delegated as appropriate. Forward emails to the appropriate officer to be actioned when any Directors are on leave.
7. Appraise any incoming post direct to the Directors and ensure appropriate action/distribution.
8. Prepare and complete any appropriate expenses related paperwork.
9. Work closely with the other Personal Assistants, including providing holiday cover, to ensure an appropriate level of support is always available to the Directors.
10. Assist with the administration functions for the Combined Authority, including the reception/front of house service, as required.
11. Assist with the governance functions of the Combined Authority, including preparation of agendas and minute taking etc, as required.
12. Undertake any other duties that may be deemed reasonable and necessary to meet the duties and responsibilities of the post and undertake any training that is identified as being required to achieve this.
13. To take reasonable care of your own Health and Safety and co-operate with management, so far as is necessary, to enable compliance with the health and safety rules and legislative requirements.
14. Work flexibly and undertake such other duties and responsibilities commensurate with the grading and nature of the post.
15. Ensure compliance with Corporate Governance procedures, procurement regulations and the Data Protection Act and behave according to the Employees' Code of Conduct.