

Role Profile – Personal Assistant (to Group Management Team)

INFORMATION ABOUT THE ROLE:

Group	Integrated Adults & Social Care Services
Service	Commissioning, Performance and Service Development
Location	Civic Centre
Line Manager	Team Manager, Service Development
Grade /SCP	<i>Grade F SCP 14-19</i>

JOB PURPOSE:

To provide an efficient, professional and comprehensive personal assistant 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.

WHAT WE WANT YOU TO DO:

- 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 manual and computerised record systems to ensure that information is 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.
- Such other responsibilities allocated which are appropriate to the grade of the post.



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

THE QUALIFICATIONS

- 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 KNOWLEDGE

- Administrative and clerical procedures and systems

THE EXPERIENCE/SKILLS

- Providing secretarial or other support service
- Ability to prioritise own workload and work to tight deadlines
- Implementing and developing manual and computerised systems
- Effective IT skills – ability to use various 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
- Managing and working to deadlines



OUR COMPETENCIES... HOW WE WANT YOU TO BE:**CUSTOMER FOCUSED**

Priorities customer need and delivers excellent service to both internal and external customers

GREAT AT COMMUNICATION

Communicates clearly and inclusively, ensuring information is accessible and understood by diverse audiences.

Actively listens, values employee input, and empowers teams to take action

Treats everyone with respect and consideration.

TEAM PLAYER

Collaborates effectively with others to achieve results and build strong working relationships.

MAKE THINGS HAPPEN

Takes responsibility for personal organisation and consistently delivers results.

FLEXIBLE

Adapts to change and performs effectively in varied situations.

LEARN AND DEVELOP

Actively seeks opportunities to improve by acquiring new skills and applying lessons learned from experience.

PERSONAL IMPACT

Demonstrates self-awareness, resilience, and integrity. Responds positively to feedback and adapts behaviour to achieve outcomes.

