

Job Description

Post title	Personal Assistant
Grade	N6
Directorate	Operations
Team	Legal and Governance
Reporting to	Strategic Governance Lead
Responsible for	N/A

Job Purpose

To provide an efficient and professional personal assistant service to the Directors and Assistant Directors of the North East Mayoral Strategic Authority (North East MSA).

Duties and responsibilities

Listed below are the responsibilities this role will be primarily responsible for:

- Act as first point of contact providing advice and information where possible.
- Manage diary, correspondence, telephone calls and emails. Use knowledge of procedures and legislation to either respond, forward to other individuals or highlight as appropriate.
- Interpret and manage all incoming information, assessing complex and conflicting information.
- Process complex, confidential correspondence, reports, briefing notes, delegated decision, presentations, government circulars, consultation papers and other similar documents or information.
- Organise travel arrangements, conferencing and meetings. Collate and distribute appropriate documentation to all relevant parties.
- Provide full administrative and secretarial support for internal/external meetings and presentations and any associated paperwork, welcoming guests, minute taking, travel, meeting room and catering arrangements.

- Provide assistance with the monitoring of strategic plans, including chasing action points.
- Establish effective networks and working relationships, to provide a positive interface.
- Liaise with elected members, all North East MSA officers, local and national government departments and other internal/external organisations.
- Develop and maintain administrative and information storage systems using the full range of available technology and resources; ensuring the filing and retrieval of information is both timely and accurate.
- 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 applicable.
- To promote and implement the MSA's equal opportunities policies in all aspects of employment and service delivery.

Organisational responsibilities

- **Communication**

We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and in using organisation information assets.

- **Health, Safety and Wellbeing**

We take responsibility for health, safety and wellbeing in accordance with the North East MSA's Health and Safety policy and procedures.

- **Performance Management**

We promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by their manager.

Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are and we use them to anchor all that we do. The North East MSA's values are:

- Strive for brilliance
- One team
- Drive sustainability
- Make it happen
- Be inclusive

Equalities and Diversity

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

Special requirements of post

- **DBS**

This post is not subject to a disclosure.

- **Politically restricted**

This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Person specification

Job Title: Personal Assistant

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
Qualifications and Experience	• Proven experience as PA or Executive Assistant at Director or Board Level. • Strong background in managing complex diaries, handling senior level correspondence, and supporting high level decision making. • Experience in coordinating meetings, preparing agendas, and producing accurate minutes. • Previous experience in managing confidential and sensitive information with discretion.	• A recognised qualification in business administration, PA/Executive Assistant studies, or related field. • Experience of working in a corporate, public sector or high profile organisation.
Skills and Knowledge	• Exceptional organisational and time management skills, with the ability to prioritise competing demands. • Excellent written and verbal communication skills, with the ability to draft high-quality reports, emails and presentations. • Strong problem-solving ability, using initiative to resolve issues effectively. • High level of attention to detail and accuracy in all tasks. • Ability to work independently while also collaborating effectively within a wider team. • Proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint) and digital collaboration tools (e.g. Teams, SharePoint)	• Knowledge of governance procedures and working in a regulated environment.

Personal Qualities	• High level of integrity and professionalism. • Adaptability and willingness to embrace change. • Proactive and results orientated approach. • Committed to the principles of equality and diversity.	
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