JOB DESCRIPTION

JOB TITLE: Personal Assistant

GRADE: 4

NO OF POSTS: 1

DIVISION: Business Improvement

SECTION: (dependent upon the requirements of the service area)

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES

1. JOB PURPOSE

1.1. To provide executive level PA support to senior managers at Assistant Director level and above to ensure utmost productivity and optimum use of their time whilst managing relationships with a variety of key stakeholders.

1.2. To support to designated senior managers, including: planning, organising, delivering and coordinating activities and support, to ensure the most effective, high quality support is offered.

1.3. To develop and maintain an extensive knowledge of the work of the service area and stakeholders to ensure the most appropriate and effective relationship.

2. DUTIES AND RESPONSIBILITIES

2.1. To provide high quality business support for the designated senior manager to ensure the role is assisted in a professional, flexible, responsive and efficient manner.

2.2. To proactively drive improvements in administrative support that meets the needs of the senior managers.

2.3. To develop and manage relationships with a range of stakeholders; including citizens, Councillors, Cabinet Members, Government Officials, BCC staff and senior officers, Trade Union representatives, key contacts in other public bodies as well as private business.

2.4. To provide relevant, well organised and confident responses as the first point of contact for the senior managers.

2.5. To develop, maintain and demonstrate own knowledge of the work and priorities of the relevant directorate to ensure key Council objectives are at the centre of tasks, communications and activities.

2.6. To provide meticulous, well-organised, confident and flexible administrative support to designated senior managers to ensure their time is maximised, communications are
effective and relevant information is readily available for meetings, events etc. This includes recording, producing and distributing minutes of meetings, diary management, arranging meetings and venues, collation of reports and data and production of briefing notes where necessary.

2.7. To act as the first point of contact dealing with a variety of internal and external stakeholders, including citizens, Cabinet Members, Councillors, senior officers, other public bodies, Government officials, representatives from public and private organisations.

2.8. To screen telephone calls, enquiries and requests by providing appropriate responses or signposting within delegated levels of responsibility, agreed with the senior managers.

2.9. To oversee allocated budgets and monitor expenditure relating to the function as required. To ensure efficient and effective systems are established, maintained and reviewed in respect of and delegated financial management in accordance with the Council’s Financial Regulations and Standing Orders.

2.10. To manage correspondence effectively demonstrating professionalism and a high degree of confidentiality and integrity. Ensure all information shared is in line with Data Protection Act principles and in compliance with Freedom of Information Act.

2.11. To ensure that the appropriate governance process is in place and adhered to by staff to comply with decision making requirements.

2.12. To produce communications, presentations, briefing papers, reports and any other documentation that assists the senior manager in being well-prepared for meetings and other events.

2.13. To support peers and work collaboratively to ensure the effective and flexible support offered to senior managers is maintained with minimum disruption.

2.14. To mentor and offer informal supervision to support succession planning and the training of new staff and apprentices.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED
3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Business Support Manager
    JOB NO: 5

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.
2. Left to work within established guidelines subject to scrutiny by supervisor.
3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

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<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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*Use 1, 2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

a. This position is exempt from the Rehabilitation of Offenders Act
b. Regular working outside normal office hours may be required

Date: [ ] Name: [ ] Signature: [ ]
### Person Specification

**Post:** Personal Assistant  
**Grade:** 4  
**Division:** Business Improvement  
**Directorate:** Strategic Services

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
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<tr>
<td>Education/Qualifications <strong>NB:</strong> Full regard must be paid to overseas qualifications.</td>
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<tr>
<td>Educated to A Level/NVQ level 3 in Business Administration or Customer Services or equivalent experience in a similar role</td>
<td>✓</td>
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### Experience  
(Relevant work and other experience)

- Experience of providing significant administrative support to senior managers in a large organisation.  
  - AF/I
- Experience of successfully managing and implementing service improvements, including the regular monitoring and evaluating progress against objectives.  
  - AF/I
- Experience of setting up, managing and developing manual and electronic information systems as required and ensure compliance with BCC policies and procedures.  
  - AF/I
- Experience of monitoring budgets maximising the use of resources and delivering value for money and where applicable to support senior managers, ensuring compliance with BCC’s financial regulations.  
  - AF/I
- Experience of collating and creating presentations, speeches and scripts on behalf of senior managers.  
  - AF/I
- Extensive knowledge and experience in the best use of administrative systems, readily available software and other systems to create highly organised and flexible support to senior managers.  
  - AF/I
- Knowledge of relevant legislation and their implications for the Directorate (e.g. FOI, Data Protection Act, Health and Safety).  
  - AF/I

### Skills & Ability  
(e.g. written communication skills, dealing with the public etc.)

- Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016).  
  - I/P
- Ability to develop and maintain relationships with a wide variety of people and act as an enabler to provide high quality support services.  
  - AF/I
- Ability to support senior managers with implementing change across whole service areas by leading and coordinating change activities.  
  - AF/I/P
- Demonstrable skills in presenting, manipulating and collating relevant information to provide senior managers with accurate and efficient business support.  
  - I/T
- Anticipate customers’ future needs and proactively identify opportunities to improve services to meet these requirements.  
  - AF/I
- Ability to work in a pressurised environment, using own initiative to manage competing priorities and deliver within changing circumstances and priorities.  
  - I/T
- Confidence in decision making within agreed level of autonomy and to best support the aims of the Council and work of the senior managers.  
  - AF/T/I
- Effective IT skills using Microsoft office standard packages, including outlook, Excel, Word, Power point, and any other relevant or suitable programmes where necessary, such as Visio etc.  
  - I/T

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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.

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