

Post Specification

Post Specification - Key Information

- **Post Title: PA to the Director, Assistant Director**
- **Date: April 2023**
- **Post Group Number: 6820**
- **Job Family: Business Support**
- **Job Family Role Profile: BS8**
- **Final Grade: Grade 8**

To be read in conjunction with the job family role profile.

Service Area Description

Part of the council's arrangements providing specific customer focussed personal administrative support to Directors and Assistant Directors and other similar level posts within the council.

Purpose of this Post

- To provide an effective, efficient, customer focussed and confidential personal administrative support service to one or more nominated Directors and Assistant Directors to ensure that they are assisted in meeting the requirements of their post.
- To be part of and contribute to the wider PA team supporting the Extended Leadership Team, working with colleagues to ensure effective processes and systems are in place to deliver high quality service, support, information and a comprehensive support service to Directors/Assistant Directors/ across the council's directorates, helping to support the efficient running of services.

Key Job Specific Accountabilities

1. Manage personal and administrative support to nominated Directors/AD/ by undertaking diary management, monitoring emails, screening telephone calls, providing informed and sensitive responses. Providing timely and professional information to callers and visitors; advising and assisting in planning of the Director/AD workload(s) and dealing with enquiries so as to allow the Director/AD to use their time in the most efficient way.
2. Co-ordinate meetings as required providing a full service from arrangement through to distribution of documentation, producing agendas, and timely production and distribution of minutes/action notes, where appropriate. Liaise with other directorates, partners, external authorities and voluntary organisations as necessary.
3. Support the Directors/Assistant Director/by ensuring that all committee, council papers and/or associated documents are prepared to the required corporate standards; Undertake, plan and lead individual projects and research as directed by and in support of the Director/Assistant Director in fulfilling corporate responsibilities, and support larger projects within the directorate as required.
4. Provide excellent customer focussed service and establish and maintain good corporate relationships and interpersonal skills with other colleagues, elected members, partners,

external organisations and members of the public, demonstrating excellence of administration practises.

5. Utilise all office technology to its full potential and be proactive in identifying areas for improvement and sharing good practice with other business support colleagues across the council. Be flexible in your approach by providing cover during periods of high demand and holiday periods across the wider PA team.

Please note annual targets will be discussed during the appraisal process

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** None

Essential Criteria

- **Qualifications:**
 - NQF or NVQ Level 3, or equivalent experience or knowledge in the relevant work area.
- **Knowledge:**
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- **Experience:**
 - Experience of working within a customer focussed environment
 - Experience of working within an office in a large complex organisation
 - Strong team working ethic
 - Proven experience in a demanding role, working with Microsoft Office software including PowerPoint, Word, Excel, Outlook, Internet Explorer and SharePoint.
 - Experience of minute/note taking and preparation of documents – in directorate/high level meetings
 - Experience of effective message taking and transmitting
 - Proven experience of the maintenance of accurate records and working to deadlines
 - Proven experience of prioritising own work
 - Proven experience of political awareness.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** None
- **Physical Demands:** None
- **Working Conditions:** Office based environment dealing with complex and politically sensitive matters.

Other Factors:

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