



## Post Specification

### Cumberland Council

Date	Aug 2024
Post Group Number	8313
Post Title	PA To Extended Leadership Team
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

The relationship between business resources and directorates is core to the Cumberland operating model. Focusing on prevention, community wellbeing, no wrong door and supporting our most vulnerable residents. You will help shape and develop a compassionate and enabling Council. Putting improving health and wellbeing at the heart of everything we do.

You will be a part of Cumberland Councils arrangements to provide PA support for the Extended Leadership team as a member of Customer Solutions within the Resource Directorate.

#### Purpose of this post

To provide professional and confidential, direct administrative support to members of the Extended Leadership Team, enabling an effective, customer focused and robust PA provision for the Authority.

To be part of and contribute to the wider PA Team, working collaboratively with colleagues and key stakeholders both internal and external.

To ensure effective processes and systems are in place to deliver high quality standards, support, communication, planning scheduling and handling correspondence to the Extended Leadership Team across the Councils Directorates, enabling effective, efficient, and robust ways of working.

#### Key job specific accountabilities

1. Manage personal and administrative support to members of Extended Leadership Team undertaking diary and inbox management, monitoring emails, coordinating informed responses as well as other general office and administrative tasks. Providing timely and professional information or responses via email; assisting in planning of their workload(s) and dealing with enquiries including any collation of information and documents to allow members of ELT to use their time in the most efficient way.
2. Co-ordinate meetings as required including room bookings, providing a full service from arrangement through to distribution of documentation, producing agendas, and timely production and distribution of minutes/action notes, where appropriate and undertaking/tracking actions. Liaise with other directorates, partners, external authorities and voluntary organisations as necessary. Support members of ELT by ensuring that all Committee, Council papers and/or associated documents are prepared to the required corporate standards.
3. Support members of ELT by ensuring that any complaints / MP enquiries are triaged through the front door and monitored and tracked in a timely manner.
4. Co-ordinate and facilitate booking of various natures that require a purchase order with business support through the ticketing system or emails including any payment of invoices.

5. Support members of ELT with pool car bookings, co-ordination and sign off recruitment documents, through the necessary systems available. Support and coordinate rota swaps with the resilience team to support ELT with on call duties and gold and silver command.
6. Work as part of a PA hub to support all aspects of PA duties including post, meet and greets and been flexible in your approach by providing cover during periods of high demand and holiday periods across the wider PA team.
7. Utilise all office technology to its full potential and be proactive in identifying areas for improvement and sharing good practice with other PA and business support colleagues across the council.
8. Provide excellent customer service at all times as well as forming good relationships with stakeholders and internal members of Cumberland Council ensuring confidentiality at all times.

**Please note annual targets will be discussed during the appraisal process**

#### **Key facts and figures of the post**

<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>

#### **Essential Criteria - Qualifications, knowledge, experience and expertise**

- NVQ Level 3, or equivalent experience or knowledge in the relevant work area.
- 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.
- Proven experience of diary and inbox management using Outlook.
- 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**

<b>Emotional Demands</b>	None
<b>Physical Demands</b>	None
<b>Working Conditions</b>	Office and home based (Hybrid) environment based on business need.

#### **Other Factors**

- Ability to travel between Cumberland Officers to attend meetings with Extended Leadership Team
- Ability to travel between Cumberland Anchor Buildings