

Job Description

Job Title	Personal Assistant to Directors
Directorate	Adult Social Care and Health
Service Area	Leadership Team
Grade	5
Competency Level	1
Salary	£30,060- £34,314
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A9608

Job Purpose

To provide a flexible, high quality and confidential PA service to the Directors and the Adult Social Care and Health Leadership Team.

Directly Responsible For:

Not applicable

Directly Responsible To:

Office Manager

Main Areas of Responsibility:

- Provide a comprehensive PA support service to the Directors
- Organise the Directors' schedules through full diary management in a proactive, efficient and confidential manner to ensure effective time management
- Provide cover for the Corporate Director's PA as necessary
- Ensure that a professional reception service is operated when dealing with visitors to the Corporate Director and Directors
- Manage incoming communications on behalf of the Directors – filtering emails and other general information, queries, phone calls and invitations, highlighting urgent correspondence as necessary
- Regular contact with the Leader, CEX, elected members, MPs, partner agencies and the media, as well as a range of other agencies
- Efficient and effective liaison between the Directors and key colleagues including the Director, Chief Executive, Leader of the Council, other elected Members, the management team and other officers within the organisation
- Manage the exchange of sensitive or contentious information with managers, elected members, partner agencies and other officers, maintaining confidentiality at all times
- Produce correspondence, reports (including preparation of Board Reports), documents and presentations for the Directors and Corporate Director

- Exercise independent judgement and initiative in relation to managing your own workload and to resolve problems as they arise
- Responsible for the prompt and appropriate handling of correspondence for the attention of the Directors and dealing directly with issues for which authority has been delegated
- Service appropriate meetings, including preparing agendas, word processing, collating and distributing papers, taking and distributing minutes and making room and refreshment arrangements

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Recent experience of financial monitoring of the income and expenditure budgets
- Process invoice payments and payment requests for the Directors through the SAP system

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This post will involve sitting for long periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)



This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- NVQ Level 3 Business Administration or equivalent experience (A,I)

Experience

Essential

- Significant experience of providing the full range of administrative and secretarial duties direct to a Corporate Director / Director (A,I)
- Recent experience of financial monitoring of income and expenditure budgets (A,I)
- Recent experience of producing correspondence, reports (including preparation of Board Reports), documents and PowerPoint presentations for Directors (A,I)
- Significant experience of working with Microsoft Office systems (Word, Excel, Outlook etc) (A,I)
- Effective communication with professionals and internal / external customers at all levels, in writing, email or face to face (A,I)
- Experience of financial administration (A,I)

Desirable

- Experience of decision-making processes within the public sector
- Experience of successfully servicing meetings

Skills/Abilities

Essential

- Ability to demonstrate a high level of initiative and to anticipate the needs of the Directors in scheduling and providing all paper information needs for their daily appointments (A,I)
- Ability to exercise independent judgement and initiative in relation to managing your own workload and to resolve problems as they arise, alongside significant skills in long term diary management and identifying potential challenges at the earliest opportunity (A,I)
- Excellent verbal and written communication skills at all levels, with the ability to influence and negotiate as appropriate (A,I)
- Ability to work under pressure in a challenging environment and perform tasks to tight / strict deadlines (A,I)

Desirable

- Excellent organisational skills with the ability to respond to multi-tasks and prioritise workload with minimum supervision
- Ability to take a flexible approach and work as an effective and supportive team member
- Ability to respond to requests for information whilst maintaining confidentiality

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Desirable

- To work flexibly to meet the needs of the Leadership Team

