

Job Description

Job Title	Personal Assistant
Directorate	Children and Young People's Services
Service Area	Childrens Social Care
Grade	5
Competency Level	2
Salary	£30,060 - £34,314
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A9633

Job Purpose

To be responsible for a comprehensive executive PA support service to the Directorate Management Team.

Directly Responsible To:

Executive Assistant

Main Areas of Responsibility:

- To be responsible for a comprehensive executive PA support service to the Directorate Management Team
- The organisation of the Directorate Management Team's schedule through full diary management in a proactive, efficient and confidential manner to ensure effective time management
- To cover within the Leadership Team as necessary
- To ensure that a professional reception service is operated when dealing with visitors to the Directorate Management Team
- The management of incoming communications on behalf of the Directorate Management Team - filtering e-mails and other general information, queries, phone calls and invitations, highlighting urgent correspondence as necessary
- Support the Directorate Management team as necessary to ensure statutory obligations are adhered to
- Identify relevant research and bring to the attention of the Directorate Management Team on a regular basis
- The role will involve regular contact with CEX, elected members, MP's, Partner agencies and the media as well as a range of other agencies and will be responsible for the efficient and effective liaison between the Directorate Management Team and key colleagues including the, Chief Executive, Leader of the Council, other elected Members, senior managers and other officers within the organisation
- To 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 power point presentations for the Directorate Management Team

- 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 Directorate Management Team and dealing directly with issues for which authority has been delegated
- To service appropriate meetings, including preparing agendas, word processing, collating and distributing papers, taking and distributing minutes and making room and refreshment arrangements
- Requisition any travel and accommodation arrangements that may be required by the Directorate Management Team and to maintain appropriate records of mileage, travelling and subsistence payments
- Process invoice payments and payment requests for the Directorate Management Team through the SAP system
- To liaise with Exchequer Management, team leaders and officers as required to ensure all protocols, audit requirements, standing orders and systems are adhered to
- To support other members of the Directorate Management Team, undertaking additional duties as required in times of staff absence
- It is vital that confidentiality be maintained at all times when dealing with information and the post holder will be expected to exercise independent judgement and initiative based on good practice and acquired knowledge in problematic situations
- Engage in and contribute to professional development as and when appropriate
- Contribute to the management of health and safety for the relevant areas of the service
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and 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.

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.

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

Social Value Responsibility:

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

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 2**.

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

Desirable

- Completion of some formal training, preferably five GCSE's/ NVQ Level 3 or equivalent, together with training, qualifications or suitable experience in Information Technology is desirable

Experience

Essential

- Significant experience of providing the full range of administration personal assistant duties direct to a Director/Assistant Director level (A/I)
- Recent experience of producing correspondence, reports (including preparation of Board Reports), documents and power point presentations for the Directorate Management Team (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 and in writing, email or face to face (A/I)
- Experience of successfully servicing of meetings (A/I)
- Experience of financial administration (A/I)

Desirable

- Recent experience of financial monitoring of the income and expenditure budgets
- Experience of decision making processes within the public sector

Skills/Abilities

Essential

- Ability to demonstrate a high level of initiative and to anticipate the needs of the Directorate Management Team 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)
- 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
- Excellent verbal and written communication skills at all levels and with the ability to influence and negotiate as appropriate
- 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
- A commitment to your personal development

Other

Desirable

- To work flexibly to meet the needs of the team

