



## Job Description

<b>Job Title</b>	Apprentice Personal Assistant to Directors
<b>Directorate</b>	Neighbourhood & Housing Services
<b>Service Area</b>	Leadership Team
<b>Grade</b>	AP2
<b>Competency Level</b>	1
<b>Salary</b>	£23,656
<b>Job Type</b>	Hybrid – Office based, Cunard and Agile
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not Required
<b>Job Evaluation Ref No</b>	N/A - Apprenticeship

## Job Purpose

An 18-month fixed term apprenticeship undertaking a Business Administrator Level 3 qualification working in a supported environment to develop skills and knowledge.

Support the provision of a flexible, high quality and confidential PA service to the Directors and the Neighbourhoods and Housing Leadership Team.

### Directly Responsible For:

N/A



## Directly Responsible To:

Head of Directorate Office.

## Main Areas of Responsibility:

- Responsible for a comprehensive PA support service to the Directors.
- The organisation of the Directors schedule through full diary management in a proactive, efficient, and confidential manner to ensure effective time management.
- To cover for the Corporate Directors PA as necessary.
- Ensure that a professional reception service is operated when dealing with visitors to the Corporate Director and Directors.
- The management of incoming communications on behalf of the Directors - filtering e mails and other general information, queries, phone calls and invitations, highlighting urgent correspondence as necessary.
- The role will involve regular contact with the Leader, 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 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 power point 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.
- To 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:

There is no supervisory or line management 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:

- You may be required to sit for long periods of time.



## Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally. You will deal with complaints, FOI's, Cllr enquiries and learn 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 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.



# Personal Specification

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

## Qualification and training

### Essential

- 5 GCSE's grades A\* to C/9-4 or equivalent, including Maths and English. (A)
- A willingness to undertake formal and informal training to obtain the necessary skills and knowledge for the role. This will include completing the Business Administration Level 3 Apprenticeship qualification. (A,I)

### Desirable

- Training, qualifications, or suitable experience in Information Technology is desirable.

## Experience

### Essential

- Confident in ability to use Microsoft Office packages including Word, Excel, Outlook, and MS Teams. (A,I)
- Experience of dealing with internal staff and management and/or members of the public with a professional approach and manner. (A,I)

### Desirable

- Previous experience within an administration function.



- Experience of successfully managing and supporting online and onsite meetings including collating and preparing documents for distribution and taking and producing minutes.
- Effective communication with professionals and internal/external customers at all levels and in writing, email or face to face.
- Experience of financial administration.
- Experience of successfully servicing of meetings.

## Skills/Abilities

### Essential

- Good organisational skills with the ability to manage own workload and work calmly under pressure to meet deadlines. (A,I)
- Good numeracy skills - able to calculate/check/produce figures/statistics where required. (A,I)
- Strong accuracy skill with the ability to pay close attention to detail. (A,I)
- Excellent written communication skills with the ability to produce letters, memos and e-mail. (A,I)
- Excellent verbal communication skills, able to communicate with staff at all levels and members of the public both face to face, virtual and on the telephone. (A,I)
- Good problem-solving skills – able to use own initiative to find creative solutions. (A,I)

### Desirable

- Ability to maintain administration systems such as diaries.
- 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.
- An understanding of and ability to respond to requests for information whilst maintaining confidentiality.
- Ability to work as an effective team member.

## 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