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| Job title  | Personal Assistant to Director of Place and Divisional Directors within Place (Governance Support Assistant) |
| Strategic team | Chief Executive Support Unit |
| Service  | Governance Support |
| Business unit | Governance Support |
| Responsible to (day to day issues) | Democratic Services Team Leader |
| Accountable to (line manager)  | Democratic Services Team Leader |
| Salary grade (spinal column points only) | 18-21 (Grade E) |
| JE ref | GOV42 |

# 1. Key purpose of job

1.1 To provide secretarial and other administrative support to the Director of Place and Divisional Directors within Place; and to provide cover for members of the Personal Assistant (PA) Pool when required.

1.2 To take a proactive role in directly supporting the work of elected members, Directors and the Director of Place and Divisional Directors within Place.

1.3 To service a range of meetings as required.

1.4 To provide wider administrative support for the Governance Support Team when required.

# 2. Anticipated outcomes of post

2.1 The provision of a high quality support service to the Director of Place and Divisional Directors within Place and elected members, and cover for the PA Pool when required.

2.2 Work closely with the Director of Place and Divisional Directors within Place to assist them in making best use of their time by dealing with secretarial and administrative tasks and cover for the PA Pool when required.

2.3 To contribute towards the effective organisation of decision-making arrangements of the Council to ensure the Council operates in an open and accountable way.

# 3. List key duties and accountabilities of the post

3.1 First point of contact for the Director of Place and Divisional Directors within Place. To deal with queries to the Director of Place and Divisional Directors within Place from members of the public, media, organisations and other individuals (for example members, officers and partners) in a prompt, courteous and informative manner.

3.2 Provide full range of secretarial services to the Director of Place and Divisional Directors within Place and cover for the PA Pool when required (plus other senior members/officers when instructed by the Democratic Services Team Leader) including diary and mailbox management, making travel arrangements such as booking accommodation and transport, dealing with routine correspondence and filtering correspondence to the correct department for response, providing assistance for formulating replies to non-routine correspondence, preparing for meetings, producing documents, briefings and presentations.

3.3 Managing the mailbox for the Director of Place and Divisional Directors within Place and cover for the PA Pool when required

3.4 Dealing with highly sensitive and confidential information including staff disciplinary, grievances, complaints etc.

3.5 Undertaking preparations for formal public committees i.e. Civic Committee and Employment Committees (details of which are required to be kept confidential) and internal meetings including compiling agendas and reports, attending and taking minutes, action decisions from the committees/meetings as appropriate and associated correspondence, room set up, booking accommodation and arranging refreshments as directed by the Director of Place and Divisional Directors within Place and Democratic Services Team Leader.

3.6 Exercising judgement and discretion in determining priorities and ensuring that all callers/visitors for the Director of Place and Divisional Directors within Place receive the highest standards of customer care.

3.7 Meeting and greeting visitors at all levels of seniority.

3.8 Producing transcripts of recorded meetings, for example Full Council and Planning Committees within a tight deadline when required.

3.9 Taking dictation when required and compiling correspondence.

3.10 Assisting and co-ordinating the preparation of large visits to the organisation from external bodies whilst being main contact and providing support to the visitors when they are here for example Local Government Association.

3.11 Redirecting queries sent to the Director of Place and Divisional Directors within Place when they are absent and a response is required urgently.

3.12 Fielding enquiries/emails and other forms of correspondence to relevant officers/departments when providing secretarial support to the Director of Place and Divisional Directors within Place; and cover for the PA Pool, when required.

3.13 Dealing with queries from customers (including members, officers, partners, schools, parents and the public) in a prompt, courteous and informative manner and providing advice and guidance regarding public participation at public meetings.

3.14 When providing cover for the Governance Support Administrator ensure Members are provided with high levels of customer focus, including assisting with correspondence, processing claim forms, updating member’s personal information and interest register and training statistics, arranging seminars and meetings.

3.15 Undertake project and research work and produce reports on findings under the guidance of the Director of Place and Divisional Directors within Place or Democratic Services Team Leader.

3.16 To organise and administer events and conferences and other activities as required.

3.17 To attend appropriate courses as directed to ensure proper training and development.

3.18 As directed by a Democratic Services Team Leader, to work flexibly across the range of duties of this post to ensure key priorities are delivered and to assist with the delivery of other services within Governance Support (e.g. assistance with elections and referendums using the appropriate software) to ensure demands on the services are met.

3.19 Undertake training commensurate to the post.

# 4. Budgetary/Financial Responsibilities of the post

4.1 Using the Council’s financial system to order goods and services that are requested.

4.2 Undertake the raising and payment of invoices in accordance with the Council’s Financial Regulations.

# 5. Supervision/Line Management Responsibilities of the post

5.1 None

# 6. Working environment and conditions of the post

6.1 Normal working environment and conditions.

6.2 To work outside normal office hours as and when required including evenings, weekends and Bank Holidays.

# 7. Physical demands of the post

7.1 Normal physical effort.

7.2 Manual handling of equipment (e.g. laptop and projector) and carrying boxes of paper.

# 8. Specific resources used by the post

8.1 IT equipment

8.2 Telephone

8.3 Scanner

8.4 Fax

8.5 SPAR.net, Issue Manager, Xpress and FIMS software system

# 9. Key contacts and relationships

**External**

Members of the public, partner agencies, other authorities, schools and parents.

**Internal**

Leader of the Council, councillors, officers (particularly the Governance Support Team, Chief Executive, Directors and Divisional Directors) and other departments.

# 10. Other duties

To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* The post is eligible for hybrid working.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
* As this post meets the requirements of the Immigration Act 2017 (part 7) the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.
* You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

 In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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## Skills and effectiveness

### Essential skills and effectiveness

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| 1. Excellent organisational and time management skills.
 |
| 1. Written skills sufficient to produce minutes and correspondence that are accurate, understandable, with information conveyed accurately, clearly and simply and appropriate to its audience.
 |
| 1. Verbal and interpersonal skills sufficient to communicate effectively, courteously, confidently and professionally with members, officers at all levels in the organisation, partners and members of the public.
 |
| 1. Ability to display sensitivity, tact and diplomacy in all situations with political sensitivity.
 |
| 1. High level of accuracy and attention to detail.
 |
| 1. Ability to interpret complex information.
 |
| 1. Ability to work with challenging, conflicting and tight deadlines, and to determine appropriate priorities to ensure tasks are completed on time.
 |
| 1. A polite manner, particularly when working in circumstances where interruptions may be common.
 |
| 1. Ability to work accurately under pressure.
 |
| 1. Ability to work as part of a team, use own initiative and contribute towards the overall aims of the service.
 |
| 1. Ability to maintain good relationships with colleagues.
 |
| 1. Ability to work to a professional standard with limited supervision.
 |
| 1. Commitment to providing high level of customer service.
 |
| 1. Ability to recognise and have regard to the need to maintain confidentiality.
 |
| 1. Ability to use IT systems (Microsoft Word, Outlook, Excel, PowerPoint) with excellent keyboard skills.
 |
| 1. Numeracy and budgeting monitoring skills to be able to compile and present accurate statistical data.
 |
| 1. Willingness to learn and develop new skills.
 |
| 1. As this post meets the requirements of the Immigration Act 2016 (part 7), the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.
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## Knowledge

### Essential knowledge

1. A broad understanding of local government structures.

2. Microsoft Office and associated programmes.

### Desirable knowledge

1. Knowledge of Issue Manager (or Committee Management System), Xpress (or Election software system), SPAR.net (or performance monitoring system), FIMS (or financial management) and web site development IT systems.

2. Knowledge of Freedom of Information Act and data protection issues.

## Experience and achievements

### Essential experience and achievements

1. Experience of providing high level customer service and working face to face with the public.

2. Experience of working in a busy office environment.

3. Experience of maintaining accurate and methodical records.

4. Experience and evidence of using PC based information technology and computerised systems.

5. Experience of supporting senior managers and dealing with confidential matters.

6. Experience of administration/secretarial work.

7. Experience of minute taking.

### Desirable experience and achievements

1. Experience of supporting elected members.
2. Experience and evidence of servicing quasi judicial panels and informal meetings (compiling agendas and minute taking).
3. Experience of undertaking research and analysing information.
4. Experience of maintaining web pages.

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. Educated to GCSE O Level standard or equivalent

2. Relevant administrative or secretarial qualification or proven experience.

### Desirable qualifications/professional memberships

1. ECDL or equivalent IT qualification.

## Essential – Other requirements of the job role

1. Demonstrates a commitment to safeguard and promote the welfare of children and young people.

2. Ability to travel efficiently around the Bay/South West/UK in order to carry out duties.

3. Ability to accommodate unsociable hours.

4. Ability to carry out the physical requirements of the role (i.e. manual handling).

5. Ability to accommodate hybrid working e.g. part office based and part home-working.