

Job Description

SLT Personal Assistant

Service:	Core Business Systems	Team:	Senior Leadership Team Support
Location:	County Hall, Preston		
Salary range:	£21,748 - £25,481	Grade:	Grade 6
Reports to:	Business Office Manager	Staff responsible for:	0

Job Purpose

The role of a Personal Assistant is to provide personal assistant support to Directors of the Senior Leadership Team and make sure the procedures and services are completed to an agreed quality standard or specification. A Personal Assistant may deal with issues that will need to be able to use a high level of initiative in order to recommend the best course of action. Communication skills are important as you will be expected to interact with internal and external 'customers' regularly as well as high importance stakeholders.

Accountabilities/Responsibilities

- Select appropriate procedures to carry out tasks of an increasingly high-risk nature due to supporting Directors
- Maintain and provide a support service for Directors daily schedule, including forward planning of workload, diary management and co-ordinating and collating all relevant paperwork.
- Manage the diary to ensure that adequate opportunity is afforded for comfort breaks, responding to e mails, staff, emergencies, relay messages and commission work.
- Service meetings, including preparation of meeting papers, obtaining, and preparing briefing materials and presentations, and taking minutes when requested/where necessary
- Provide information and practical, routine advice to internal customers by interpreting established procedures and applying best practice.
- Keep up to date with changes in policy/legislation/contractual requirements to ensure service delivery is effective and complies with appropriate regulations, quality standards and service level agreements.
- Regularly communicate with other agencies and service providers to share information, build working relationship and to ensure joined up service provision

In addition to the accountabilities described above, you may be required to undertake tasks assigned to a lower graded role as appropriate depending on business needs.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers, and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners, and customers to help achieve the best outcomes for everyone.

Person Specification SLT Personal Assistant

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
<ul style="list-style-type: none"> • 4 GCSE Grades A-C including English and Maths • May be working towards a professional qualification or be of graduate entry level with sound practical experience.
Experience
<ul style="list-style-type: none"> • Excellent working knowledge of Microsoft programmes especially Outlook, PowerPoint, Word and Excel • Experience of working alongside senior leadership in a supporting role • Experience of supporting a director as a PA and the functions that come with that such as minute taking and diary management
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Detailed knowledge of own service area and relevant working systems, equipment and/or IT software, plus an awareness of council policies and services related to the role. • Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail • Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, directors, and external partners • Ability to anticipate problems, have foresight to prevent issues arising • Ability to use own initiative when acting on behalf of the Chief Executive/ Directors • Problem-solving capability • Ability to build and maintain effective networks and relationships. • Good written and verbal communication skills
Other essential requirements
<ul style="list-style-type: none"> • Commitment to equality and diversity. • Commitment to health and safety. • Display the LCC values and behaviours at all times and actively promote them in others.