

Job Description
SLT SUPPORT PERSONAL ASSISTANT
[SLT SUPPORT]

Service:	Digital Services	Team:	Digital Business Engagement: Digital Exec Support / PH SLT Support
Location:	Preston		
Salary range:	£28,142 - £32,062	Grade:	6
Reports to:	Office Manager Exec Support or Executive Director Senior Personal Assistant	Staff responsible for:	None

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 mean they 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 skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

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 SUPPORT PERSONAL ASSISTANT
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Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
<p>Qualifications:</p> <ul style="list-style-type: none"> • 4 GCSEs at Grade A*-C or 9-4, including English and Maths • May be working towards a professional qualification or be of graduate entry level with sound practical experience. 	E E	AF AF
<p>Experience:</p> <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 	E E E	AF, I AF, I AF, I
<p>Knowledge and skills:</p> <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 	E E E E E E	AF, I AF, I AF, I AF, I AF, I AF, I
<p>Other:</p>		

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
<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 	<p style="text-align: center;">E E E</p>	<p style="text-align: center;">AF, I AF, I AF, I</p>