

Job Description

Department	Corporate Resources
Job Title	Personal Assistant (PA) Executive Support
Grade	F
Primary Purpose of Job	Provide a comprehensive and confidential personal assistant support service directly to the Council's Corporate Leadership Team (CLT) and the Departmental Leadership Team(s) (DLT) and be responsible for the day-to-day delivery of a co-ordinated executive and strategic support function, in order that the CLT and the DLT(s) can successfully discharge the functions relevant to their portfolio and meet the strategic aims of the Council.
Reporting To	Executive Support Team Leader
Direct Staffing Reports	None

Main Duties

- 1 Provide support to CLT and the DLT(s) enabling them to work to maximum efficiency, with diaries, correspondence and phone calls organised in a professional, timely and accurate manner, key tasks identified and prioritised and delegated work completed appropriately.
- 2 Track, implement and progress chase all actions, requests for service or information generated from the direct work of CLT and DLT(s) and act as first point of contact.
- 3 Work collaboratively with CLT and DLT(s) to ensure external appointments / seminar are arranged; attending and taking actions from such meetings, including taking minutes and ensuring any follow up actions are taken by action owners.
- 4 Prepare and provide briefing notes, presentations, reports, spreadsheets, speech notes, general research, complaint responses and any other relevant strategic support for CLT and DLT(s).
- 5 Administer emails on behalf of CLT and DLT(s) and where appropriate, formulate routine responses and acknowledgements to correspondence, customer queries ensuring any follow up actions are managed appropriately to meet agreed corporate standards.
- 6 Work alongside the relevant departmental services to ensure all the administrative e.g. filing, photocopying, ordering of goods and services and operational logistics relating to internal & external meetings attended by CLT and DLT(s) are properly managed, including organising travel arrangements and booking resources as required.
- 7 Act as a first point of contact for CLT and DLT(s), dealing efficiently and effectively with high level enquiries internally and externally.

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- 8** Develop and maintain secure and effective manual and electronic data recording and filing systems to support this activity ensuring appropriate access to key documents.
- 9** Provide cover and support as required across the Council's Leadership Support function including support to directorate support teams.
- 10** Support CLT and DLTs if the Council's Civil Contingencies procedures are activated. Logging of decisions and general administrative support will be required and may occur out of normal working hours.

Date Job Description prepared/updated: September 2019

Job Description prepared by: Assistant Director
Performance, Planning & Resources

Person Specification

Department CORPORATE RESOURCES

Job Title PERSONAL ASSISTANT (PA)

Stage One	Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk)) are guaranteed an interview if they meet the essential criteria for the role	
The Minimum Essential Requirements for the above Post are as Follows:		Method of Assessment
1. Skills and Knowledge		
1.	Excellent ability to use a range of ICT including Microsoft Outlook, Word, Excel, and PowerPoint	Application Form/Interview/Assessment
2.	Excellent planning, organisational and time management skills with the ability to work to strict deadlines.	Interview
3.	Ability to use own initiative and respond proactively to a variety of situations.	Interview
4.	Work effectively as part of a team and be able to develop effective working relationships at all levels.	Interview
5.	Ability to deliver verbal and written communications, including the ability to convey complex information and proposals and use a variety of presentational mediums where appropriate.	Interview
6.	Ability to research information, draw conclusions and make proposals for actions based on that research.	Interview/Assessment
7.	Excellent standard of written English	Application Form/ Assessment
8.	Competencies – Please note the council's corporate competencies, which are essential for all roles, are below in the Core Competencies section	Interview
2. Experience/Qualifications/Training etc		
1.	Experience of Microsoft Office applications including Word, Excel, PowerPoint, and Outlook.	Application form/Interview
2.	Experience of maintaining electronic filing systems	Application form/interview
3.	Experience of producing written reports and presentations on behalf of senior officers	Application form/interview

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4	NVQ Level 5 or equivalent in a Business-related subject (or relevant experience)	Application form/interview
3. Work Related Circumstances		
1.	All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services	Interview
2.	The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work.	Interview
3.	This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service.	Application form/Interview
4.	Subject to the agreement of the line manager, a flexi-time scheme is in operation.	Interview
5.	If the Council's emergency plans are initiated, work patterns may involve off site working, during non- office hours, in pressured situations.	Application form/interview
STAGE TWO	Will only be used in the event of a large number of applicants meeting the minimum essential requirements	
Additional Requirements		Method of Assessment
1. Skills and Knowledge		
1.		
2. Experience/Qualifications/Training etc		
1.	Project Management Qualification or Experience	Application Form/Interview

Date Person Specification prepared/updated

September 2019

Person Specification prepared by

**Assistant Director Performance,
Planning & Resources**

These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.

Developing Self & Others

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Promote a learning environment to embed a learning culture. Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

Civil Contingencies

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council's Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community. This could require working outside of routine working hours and working from places other than your normal place of work.

Equality & Diversity

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer's race, religion, gender, sexuality, disability or age.

Customer Care

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

Health & Safety

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

Data Protection and Confidentiality

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

Fluency Duty

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required by The Immigration Act 2016.

Working Hours

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

Safeguarding

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

The values of an organisation are those key principles by which people are expected to work to day to day. They're our culture and help define what is expected of each and every one of us.

Our Values:

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Accountability

take responsibility for actions,
stand by decisions...

Determination

don't give up, remain positive and
open to new ideas...



Honesty and respect

be truthful, open, fair, treat others
how you want to be treated...



Making a difference

work to a high standard, provide a
quality service, keep it simple...

Working together

share knowledge, support,
collaborate for better outcomes...



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