

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICES: Children's Services Business Support

SECTION: Business Support – Directorate Team

LOCATION: Number One Riverside, Smith Street, Rochdale OL16 1XU

JOB TITLE: Personal Assistant

POST NUMBER:

Grade: 6

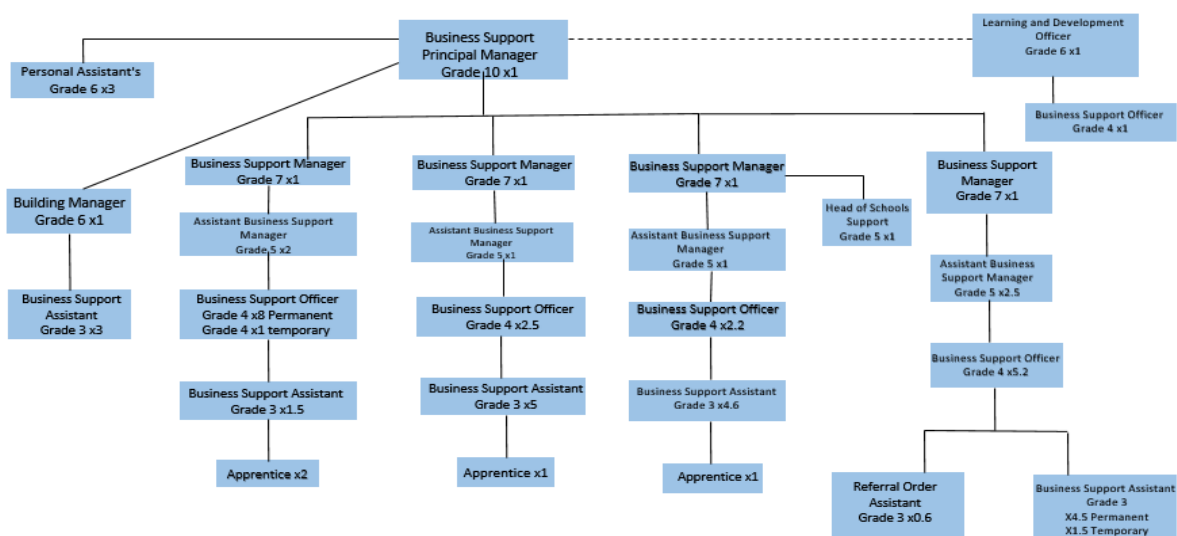
Accountable to: Principal Business Support Manager

Accountable for: Any support roles (including trainees and apprentices) attached to the Senior Directorate team

Hours of Duty: 37 flexible working hours in accordance with the needs of the service

Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Council.
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The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment. ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

1. To provide a highly proactive, professional and efficient personal assistant services to the Senior Directorate Team.
2. To understand and work within the strategic objectives in order to maximise the capacity of the Senior Directorate Team at all times.
3. To act as first point of reference on behalf of the Senior Directorate Team of Children's Services, including members of the public, elected members, partner organisations and all internal and external enquires.

Control of Resources

Personnel

Mentoring of any support staff (including trainees and apprentices assigned to the role).

Financial

Assist the Senior Directorate Team in budget monitoring, including use of the Civica Financials system.

Equipment/Materials

Manual and computerised confidential recording systems. To be responsible for Equipment and materials and intellectual property allocated to the postholder and team now or at a future time in accordance with Council Policies.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal: Members of the corporate leadership team and Personal Assistants
 Assistant Directors
 SMT and other managers

Elected Members
Trade Union representatives

External: Chief Executives and Senior Officers of Partner Agencies
Representatives of voluntary and community groups
Members of the public
Media representatives

Responsibilities

The post holder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the Council values set out below

- Proud
- Passionate
- Pioneering and Open

Be aware of and apply these behaviours at all times

Principal Duties

1. Manage delivery of a full and comprehensive range of business and administrative support to the Senior Directorate Team including work programme planning.
2. Manage day-to-day business and diary of the Senior Directorate Team in a professional and effective way to and ensure they are supported to undertake their duties.
3. Ensure effective provision of administration duties and document processing and editing service to the Senior Directorate Team.
4. Assess mail and emails, arrange into priority order and bring important issues to the attention of the Senior Directorate Team and take responsibility for directly responding to emails following agreed guidelines.
5. Organise conferences and events, book venues and manage all related administration including arranging speakers, booking in delegates, sending out paperwork, etc.

6. Manage the diaries of the Senior Directorate Team and ensure they are provided with daily schedules and relevant digital papers including travel directions and other relevant information at the start of each day.
7. Manage the development and maintenance of appropriate information systems, including databases and spreadsheets.
8. Organise board, Directorate Team and working group meetings. To provide administrative support before and during meetings, including drafting agendas, circulating reports, progress chasing issues, liaising with other staff, and recording and presenting information from the meeting.
9. Assist the Service Directors in budget monitoring, procurement including use of the Civica Financials system.
10. Ensure that visitors are courteously received and welcomed.
11. Direct all relevant mail to the appropriate officer within the service or forward to other relevant service groups.
12. Initiate and coordinate research and project work on behalf of the Senior Directorate Team including liaison and joint working with officers across the council and partner agencies and prepare reports.
13. Draft reports, circulate for comment and collate responses.
14. Manage, oversee and allocate, all incoming FOI's to the service and ensure strict timescale compliance.
15. To provide cover and support in the absence of other PA's to all Senior Directors of Children's Services.

Secondary Duties

1. Ensure that documentation e.g. reports, agendas, publications and articles are available and up to date.
2. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
3. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Principal Business Support Manager and the Senior Directorate Team (or nominated representative) in consultation with the post-holder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by Lee-Anne Alan

Date 15th February 2023

Updated

Date

**Rochdale Borough Council
Person Specification**

Service :	Children's Services	Post:	Personal Assistant
Section :	Business Support – Directorate Team	Post Number:	
Job Ref:		Grade:	6

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you. If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1 To work flexibly to meet the needs of the Service	E	AF/I
2 Willingness and ability to travel within and outside of the Borough as required	E	AF/I
(b) Qualifications and Experience		
1 Do you have NVQ3 in Business Administration or equivalent	D	AF/I
2 Please tell us about your experience of maintaining office equipment, resources and facilities to meet the needs of users	E	AF/I
3 Please tell us about your experience of managing the diary of a senior member of Children's Services staff		AF/I
4 What is your experience of budget monitoring	D	AF/I
5 Please tell us about your experience of organising events and conferences	E	AF/I
6 Please tell us about your experience of researching, analysing and reporting information in a specific field	E	AF/I
7 Please tell us about your experience and understanding of Freedom of Information requests	D	AF/I
8 Please tell us about your experience of using a variety of software applications (e.g. MS Office and Information Database Systems)	E	AF/I
(c) Skills and Knowledge		
1 Tell us about your awareness and understanding of key issues affecting deliver of service from the perspective of at least one of the following agencies. I.e. Social care, health or education	E	AF/I

2	Are you able to prioritise own work and recognising and prioritising important issues for a senior member of staff	E	AF/I
3	Are you able to prepare reports and statistical information and ensure information is up to date and available	E	AF/I
4	Are you able to develop productive working relationships across a range of staff and Children's Services Partners (i.e. GMP/Health)	E	AF/I
5	Are you able to apply creative solutions to resolving problems/challenges	E	AF/I
6	What abilities do you need to provide high standard of Customer Service delivery	E	AF/I
(d) Behaviours and Values			
Approach the job at all times using the values set out below:- • Proud • Passionate • Pioneering and Open Please confirm you are willing to adhere to these values and behaviours		E	AF/I