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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.** | |

**SECTION A: Role Profile**

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| **Post Title** | Personal Assistant | **Post No** | TC132 |
| **Directorate** | Chief Executive’s Directorate | | |
| **Division** | Chief Executive Management Team | | |
| **Band and Salary** | Band E  £35,745 - £41,418 per annum (pay award pending). Incremental progression is subject to performance. | | |
| **Responsible to** | Day to day accountability to the Chief Executive  Line management by the Executive Assistant to the Chief Executive (includes objective setting and performance review) | | |
| **Location** | Council House, Solihull | | |
| **DBS Check** | Not Applicable | | |
| **Fluency Duty** | This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers. | | |
| **Special Conditions** | None | | |

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| **Role Purpose** |
| To provide professional management, project and personal assistant support to the Chief Executive’s office, Leader of the Council and more widely for the Corporate Leadership Team. |

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| **Role Responsibilities** |
| * To provide professional support to the Chief Executive’s office and Leader of the Council to help manage output, workflow and meet deadlines. * Taking a forward-thinking and pro-active approach to diary management, task prioritisation and logistical organisation. * Plan and organise meetings, including the preparation of agendas, distribution of papers, attendance at meetings to record actions and follow up as necessary. * Management and tracking of actions, as necessary. * Ensuring integration with the forward plans and agenda for other groups, including the Corporate and Wider Leadership Teams, the AD Group and Cabinet. * Monitor, prioritise, acknowledge and distribute incoming email and correspondence. * Screen telephone calls, enquiries, requests and complaints, and handle them when appropriate. * Manage and organise office and filing systems, including maintaining data management. * Continuously review, identify and implement office and system improvements. * Ensure the secretariat is responsive and adaptable to organisational change and new ways of working. * Meeting and greeting a wide range of visitors, both internal and external to the Council. * Operational day to day management of a professional and efficient Secretariat for the Chief Executive, Leader of the Council and Executive Assistant to the Chief Executive. * To work in partnership with other directorate secretariats to ensure flexible and seamless PA support to the Corporate Leadership Team, especially in response to shortages or peak demand. * Development, organisation and execution of a range of project work on behalf of the Chief Executive and Leader of the Council. * Research, analysis and interpretation of policy documents and production of briefings/feedback as necessary. * Be responsible for a purchase card and create orders on the system. * Any other appropriate duties as and when required. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | Relevant Level 3 qualification  or  the ability to demonstrate, through extended experience/training, the necessary knowledge to carry out the full range of duties. | Level 4 qualification in administration or similar.  RSA or equivalent qualification in typewriting/ word processing. | Application and certificates |

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| **Experience & Knowledge** | Experience in a Management Support, Personal Assistant or secretarial role at a management level. | Working knowledge of local government, it’s networks, partners and political sensitivities. | Application |
| Experience of liaising and dealing with a wide range of internal and external contacts including Senior Officers. | Liaising with councillors and Members of Parliament. | Application and interview |
| Knowledge and experience of office systems and administrative processes. |  | Application and Assessment |
| Experience of developing and using hard and soft filing systems. |  | Interview |
| Experience of complex diary management. |  | Interview |
|  | Experience of planning, organising and supporting meetings. |  | Application and interview |

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| **Skills & Abilities** | Exceptional interpersonal and communication skills, to enable professional interaction with a wide range of contacts. |  | Interview |
| **Problem solving skills:**  Ability to provide an innovative and analytical approach to problems; can assess information in order to develop solutions. | Systems thinking skills e.g. Lean. | Interview |
| **Decision making:** Ability to make sound judgments and decisions which demonstrate an understanding of the boundaries of the post. |  | Interview |
| **Effective Organisation skills:**  Ability to organise and plan own work, using initiative to prioritise/re-prioritise workload in order to meet the needs of the Chief Executive; seeking clarification where necessary. |  | Application, Interview and Assessment |
| **Written and numeracy skills:** Ability to produce reports, presentations and spreadsheets with logical, clear and succinct structure; is accurate and can maintain budgets and management information. |  | Interview |
| Highly developed keyboard skills, able to use with precision and speed. |  | Application and Interview |
| Confident ICT skillsable to use a range of systems, applications and software including MS Office -Outlook, Word, Excel and PowerPoint (or similar). | Web authoring skills  Experience of using video conferencing systems e.g. Webex, Microsoft Teams. | Application and Interview |
|  | A flexible, proactive approach to work. |  | Interview |
|  | Excellent attention to detail, with the ability to maintain high levels of accuracy. |  | Interview |
|  | Ability to work with discretion and maintain confidentiality. |  | Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all. | Interview |
| **Trust and Respect -** You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect. | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions. | Interview |

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| **Compiled/ Reviewed by** | Jane Tattam, Executive Assistant to the Chief Executive |
| **Date** | August 2024 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.