

JOB DESCRIPTION

Position Title:	Executive Personal Assistant to an Executive/Corporate Director	Date Prepared:	April 2012
Directorate:	All	JD Reference no	
Department:	All	Grade:	PO1
Location:	Any Council Office		

JOB PURPOSE

To provide confidential secretarial and broad based administrative services through a number of different systems and processes to ensure that the support to an Executive/Corporate Director is effective and assists service delivery.

GENERIC PRINCIPAL ACCOUNTABILITIES

1. Represent the Council and the Executive/Corporate Director in a positive manner and be committed to the aims of the Council.
2. Handle sensitive information and original paperwork in accordance with agreed procedures and guidelines.
3. Produce documents, briefing papers and presentations at the instruction of the Executive/Corporate Director. Check the accuracy of documents and reports to ensure high quality and accurate written material is produced.
4. Collate, analyse and present statistical information, upon request. Help in the collection and dissemination of directorate information across the directorate.
5. Respond to a broad range of queries under guidance, in order to provide timely and accurate responses.
6. Effectively manage the time of an Executive/Corporate Director and other senior officers, by checking diaries, arranging meetings and ensuring the Director and other officers are well-prepared for meetings.
7. Plan, organise and anticipate the work of an Executive/Corporate Director and delegate work to other officers in the absence of the Executive/Corporate Director.
8. Supervise administrative staff involved in providing support to the Executive/Corporate Director.
9. Take responsibility for archiving documents and files, following Council procedures to ensure that documents are stored and managed effectively.
10. Develop and maintain good working relationships with individuals and teams in

directorate, within the Council and with other statutory, private and voluntary sectors.

11. Research information for an Executive/Corporate Director and present the findings of the research in clear briefings for the Director.
12. Understand and actively promote the Council's Customer Service policy, ensuring that the needs of customers are considered at all times to enable the Council to meet its customer satisfaction targets.
13. Keep up to date with and act in accordance with good practice, current legislation, Council and directorate policy and practice including Data Protection.
14. Understand and comply with the Council's Equal Opportunities Policy.
15. Uphold and comply with the statutory provisions of the Health and Safety at Work Act 1974 and any other associated legislation or Council Policies and procedures.
16. Cover for another PA on planned or unplanned leave, or for the Executive Assistant to the Chief Executive.
17. Show an interest in and have knowledge of the Borough.

SPECIFIC ADDITIONAL ACCOUNTABILITIES

1. Devise and maintain office systems to ensure the smooth running of the directorate.
2. Open and sort the post to ensure it is dealt with promptly and distributed to the appropriate officers.
3. Access various databases operated by the Council updating information as required and producing reports for managers as well statistics for Government Departments and other bodies.
4. Answer calls and enquiries raised by members of the public, staff trade unions, Councillors and Members of Parliament that deal with the complete range of issues covered by the Service area. Screen all callers on behalf of the Executive/Corporate Director and channel them to the appropriate officers.
5. Ensure that visitors are welcomed and feel comfortable by collecting them and making them refreshments.
6. Help supervise some financial information and manage any petty cash needed for the smooth running of the directorate.
7. Co-ordinate management teams, arrange and minute meetings within set timescales and follow up on outstanding actions between meetings.
8. Help in the review and revision of all publicly available information ensuring that it represents current policy and practice.
9. Take dictation in shorthand, audio typing and typing from manuscripts for the Executive/Corporate Director and other senior officers in the directorate as and when necessary.

10. Use discretion to advise other Chief Officers, senior staff, Councillors, Members of Parliament and contacts outside the Authority on any matter connected with the Executive/Corporate Director's work and the Directorate.
11. Keep an appointments diary, record leave of senior staff in the department and keep the Executive/Corporate Director appraised of their whereabouts, taking messages in their absence and completing sickness records as appropriate.
12. Maintain a 'bring forward' system for the Executive/Corporate Director and other senior managers, if required.
13. Ensure the quality control of communication material produced by the directorate and ensure that plain English and other quality mechanisms are used to measure the clarity of the communication and ensure that communications are accessible to non-English speaking residents and to those with special needs.
14. Order books, Acts of Parliament and circulars etc. as requested by staff within the directorate and processing invoices for payment.
15. Ordering office equipment supplies, monitoring stock levels and arranging for repairs and replacements as necessary.
16. Track reports through various complex governance processes with the directorate ensuring deadlines are met and the Director is informed of progress.
17. Make necessary arrangements for the Executive/Corporate Director's attendance at meetings, conferences and seminars etc. including accommodation and travel arrangements and processing invoices.
18. Set up and maintain appropriate filing and record retrieval systems designed to promote the operational efficiency of the Executive/Corporate Director.
19. Draft responses to correspondence on behalf of the Executive/Corporate Director.
20. Ensure that all complaints received are logged and monitored on the Council's CRM system.
21. Attend disciplinaries/grievances as directed by the Executive/Corporate Director and taking verbatim notes in shorthand whilst maintaining confidentiality.
22. Operate and maintain management information systems including SAP HCM.
23. Arrange local transportation, when necessary.

The above mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out other duties as required by the service.

ADDITIONAL INFORMATION

Reports To: Executive/Corporate Director
 Responsible For Posts & Numbers: None
 Budgetary Control if any excluding staffing costs: None

Actions	By Whom	Position	Date
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Actions	By Whom	Position	Date
Job Description Drafted	Althea Loderick	Director of HR & Transformation	April 2012
Job Evaluation completed			
JD & Grade confirmed to employees			

Enc. Person specification

PERSON SPECIFICATION

Position Title:	Executive Personal Assistant to an Executive/ Corporate Director	Date Prepared:	April 2012
Directorate:	All	Position Number:	
Department:	All	Grade:	PO1
Location:	Any Council Office		
AF= Application Form		I= Interview	T= Test

Person Specification	Essential	Desirable	Method of Assessment
1. EXPERIENCE			
Experience of carrying out a range of administrative tasks as required in managing an office, including payments and other financial transactions.	✓		AP/I
Experience in arranging and minuting meetings.	✓		AP/I
Experience in using modern e-mail systems (e.g. Outlook), undertaking spreadsheet work (e.g. Excel), Word processing and presentations (e.g. PowerPoint).	✓		AP/I/T
Experience of using and maintaining systems.	✓		AP/I
Experience of project work, research and writing briefings for Directors.	✓		AP/I
Experience and knowledge of graphics packages.		✓	AP/I
2. SPECIAL ABILITIES/APTITUDES			
Excellent verbal and written communication skills, including a professional telephone manner	✓		AP/I/T
Ability to use a number of I.T. systems and software packages e.g. Outlook, Word, Excel in order to produce work	✓		I/T

<p>of a high quality.</p> <p>Ability to take shorthand and excellent typing skills.</p> <p>Ability to work independently, on own initiative and prioritise own work to meet deadlines.</p> <p>Ability to use initiative to re-arrange work activities to meet changing priorities or deadlines.</p> <p>Ability to respond to routine correspondence.</p> <p>Ability to work confidentially and deal with sensitive information.</p> <p>Adaptable to new tasks and flexible in responding to changes in work patterns including covering for other P.A.s.</p> <p>Willingness to work extra hours to meet deadlines, when required.</p> <p>Ability to work effectively for more than one Director</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>T</p> <p>I</p> <p>I</p> <p>AP/I</p> <p>I</p> <p>I</p> <p>I</p> <p>AP/I</p>
<p>3. OTHER POSITION SPECIFIC REQUIREMENTS</p> <p>Commitment to the Council's Equal Opportunities Policy and Acceptance of their responsibility for its practical application.</p> <p>To understand and comply with the requirements of the Health and Safety at Work Act 1974.</p> <p>Ability to speak the most common community languages in Waltham Forest other than English. These include Turkish, Urdu, Somali, Albanian, Bengali, Hindi and French.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>	<p>I</p> <p>I</p> <p>I</p>
<p>4. EDUCATION AND TRAINING</p> <p>Good standard of general education.</p>	<p>✓</p>		<p>AP/I</p>
<p>5. DISQUALIFYING FACTORS</p> <p>Indication of sexist, racist or anti-</p>	<p>✓</p>		<p>I</p>

disability attitudes or any other attitudes inconsistent with the Council's Equal Opportunities Policy.			
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