

JOB FAMILIES ~ Business Support

Job title: Personal Assistant to Strategic Leadership Support

Level descriptor – JG6

Role purpose:

Required to undertake a number of diverse specialist activities within specified service functions using skills that would have been gained through formal qualifications and/or considerable relevant work experience. Roles at this level are expected to work unsupervised for much of the time, accessing, assessing and providing information independently.

Under the direction of the Senior Leadership Support Team Leader, the postholder will provide support to named senior leaders including:

- Senior officers comprising NSC's Senior Leadership Forum (SLF)
- Executive Members
- Chairs & members of Safeguarding, partnership & other multi-agency boards

Typical activities

Provide correspondence and diary management for identified senior leaders as above, making meeting arrangements, travel arrangements etc as required.

Co-ordinate meetings to support relevant business function(s), including producing briefing papers, agendas, inviting attendees, taking minutes and following up on action points and circulating papers and information in a timely fashion.

Prepare briefings, reports, presentations or statistics for use in meetings, stakeholder events etc.

Collect, collate, present and disseminate information to the relevant senior leaders, Executive Members, Board Members, stakeholders and colleagues on the range of Directorate subjects to respond to queries and encourage and help access to and understanding of council priorities, services or information.

Undertake defined project work in connection with the responsibilities of SLF members, Executive Members and/or Board chairs; and/or wider council priorities.

Publish documents as relevant on NSC intranet and/or relevant websites, in accordance with Council protocols

Knowledge, skills & experience

Vocational qualification or experience to NVQ level 3 or 4 relevant to the service area or equivalent demonstrable skills.

Significant practical experience of working with stakeholders, giving rise to a variety of technical skills and sound understanding of the services available, work practices and processes relevant to the functional areas

Comprehensive knowledge and understanding of local authority and other public service provider structures, internal directorate structures and manager responsibilities, central and local government working practices and legislation for functional areas.

Understanding of legislation & protocols relevant to the business area(s) being supported

Efficient use of digital office systems to support the smooth running of the office environment.

Excellent interpersonal and customer service skills to contribute to the efficacy of the service.

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| <p>Establish & maintain appropriate links between colleagues, councillors, the general public and other stakeholders such as MPs, to assist with access to and information about council services and promote the one council design principles and Corporate Plan priorities.</p> <p>Carry out research and analysis in support of the relevant senior leader responsibilities of and key projects, including the development of policies, analysis and interpretation of data and information (performance, budgetary etc)</p> <p>Use that analysis to make recommendations to support decision making by others for a broad range of activities across functions.</p> <p>Take minutes and notes of highly sensitive issues or meetings to support due process within the council, safeguarding & partnership boards etc.</p> <p>Resolve complaints and respond to comments about the function area appropriately, acting as a filter before involving senior managers.</p> <p>Support the process for recruiting chief officers and senior Directorate staff as required.</p> <p>Deputise for other members of the Senior Leadership Support Team in line with operational requirements</p> <p>To be aware of and understand the council's Equality Scheme and ensure at all times that the duties of the post are carried out in accordance with the policy.</p> | <p>Ability to maintain confidentiality.</p> <p>Ability to make analytical reasoning and recommendations about particular areas of work.</p> <p>Ability to present information clearly and confidently</p> <p>Ability to manage own work without close supervision</p> <p>Understanding and recognition of professional boundaries</p> |
| <p>Performance measures</p> | <p>Competencies</p> |
| <p>Quantifiable objectives ~ e.g. number of customers using the service, quality of records, etc</p> <p>Feedback from customers, colleagues and partner agencies</p> <p>Key Performance Indicators (where available)</p> <p>Line manager assessment</p> | <p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, sharing best practice and information to develop self and others</p> <p><u>Service user/ outcome focused</u> ~ achievement of results through appropriate decision making, delivery of project areas, inspection or enforcement reports, case preparation etc.</p> <p><u>Problem solving & judgement</u> ~ develops solutions, makes links between identified potential issues and possible solutions, makes decisions within guidelines</p> <p><u>Planning & Organising</u> ~ Prioritises work, organising work for self and others to avoid or minimise peaks and troughs</p> |

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| | Business Awareness ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on theirs. Understands the importance of confidentiality in relation to the role. |
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Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.