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Description automatically generatedJob and Person Profile (JPP)**

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| **Job details** | |
| **Job title** | Personal Assistant |
| **Job Reference** | 18043 |
| **Grade and Salary** | 4 - £27,711 per annum (pro rata for part time)  This role includes performance related pay progression |
| **Service and Team** | Central Business Services Team |
| **Location** | Endeavour House, Russell Road, Ipswich, Suffolk, IP1 2BX – Hybrid |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (eg a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Hybrid working options, including some home working* * *Working from different Council buildings* * *Working adjusted core hours (eg starting later and finishing later or other patterns)* |

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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

To provide full PA support and secretarial services to the ​Assistant Directors and Service Directors within CYP, undertaking a range of administrative duties.

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| **Typical responsibilities of a role at this level** |

**PA & Secretarial**

* Diary management for one or more designated Senior Officers.
* Opening, analysing and prioritising all incoming correspondence including dealing with emails from one or more inboxes.
* Manage correspondence with your Senior Officer(s) providing advice and briefing where necessary, or where appropriate use own initiative to produce responses, or forward to others for action/information.
* Arrange meetings, book venues, prepare agendas, take & circulate minutes.
* Arrange travel and accommodation as necessary.
* Maintain and develop filing systems including those containing sensitive and confidential information.
* Keep up to date and be aware of matters that the Senior Officer is involved in and ensure that he/she is kept informed of developments.
* Support the Senior Officer(s) in his/her role on Corporate Committees, working groups, outside organisations including national bodies etc. and/or co-ordinate, plan and organise any events on behalf of Senior Officer that he/she may require.
* May provide support for locality work with Councillors in their ward.

**Processes and procedures**.

* Day to day management of processes and procedures e.g. administrative, financial, IT and HR.
* Follow SCC procedures for logging and processing complaints and compliments.
* Comply with information handling procedures (including information legislation such as the Data Protection Act and Freedom of Information Act).
* Manage specialist administrative/ management information systems with appropriate input from line manager.  This would include detailed knowledge of specialist systems, system security and associated procedures.
* Undertake delegated Health and Safety assessments and assist with H&S audits as required.
* May monitor budgets, process invoices, provide advice and guidance on specified budgets, in accordance with financial procedures.

**Communication**

* Act as a first point of contact for Senior Officer(s)/Management team, dealing with a range of enquiries on their behalf.
* Act as link with a wide range of internal and external contacts, e.g. MPs, Government departments, Chief Officers, senior managers, County Councillors and other local authorities, outside bodies, national organisations and members of the public.
* Redirect any media contacts to the Communications team.
* Develop good working relationships with internal and external customers.
* Arrange events and meetings, liaising with internal and external parties (e.g. clients, partners, staff, customers etc).
* Draft communications for a range of audiences.

**Teamworking**

* Plan, prioritise and monitor work for self and others.
* Contribute to team meetings.
* Provide cover for other PAs in Directorate where required.
* Provide advice to colleagues on policies or procedures including basic training and demonstrating specific tasks.
* Share knowledge and expertise to improve processes participating in corporate reviews where appropriate.

**Project work**

* Contribute to project work as and when required.

**Level of Autonomy and Decision Making**

* The nature of the PA role means that you will often be working without direct supervision and will be expected to make regular decisions using sensitivity and judgement.
* All duties will be carried out within recognised procedures or guidelines.  This will include ad hoc duties which require initiative.
* You will be expected to effectively manage your own workload.

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| **About the team** |

The central Business Services Team currently performs a number of essential functions:

* **Information governance and data protection** (including security incidents, Freedom of Information Requests, and Subject Access Requests, DBS checks, Police information requests, Insurance claims, Data Protection advice and training, DPIAs, BAU requests), ensuring that all work is carried out in accordance with statutory timescales
* **Business Continuity**
* **Risk Management**
* **Resource Management**
* **Support to Elected Members** in terms of diary management and ensuring all correspondence is logged and that requests for information and directed to appropriate people and followed up within the required timescales
* **PA and Business Support** to the Director of Children’s Services, Assistant Directors and Heads of Service
* **Oversight of budgets across a spectrum of CYP Business Support teams**

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Diary and Mailbox management for CYP Assistant Directors/Service Directors
* Responding to requests for information and ensuring these are processed within specified timescales
* Co-ordination of key meetings
* Project support

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Relevant qualification, such as NVQ 3 or BTec/ONC or equivalent
2. RSA 3 or equivalent word processing or typing qualification.
3. High standard of literacy and numeracy.
4. RSA shorthand or equivalent. (Desirable)
5. Audio typing. (Desirable)
6. NVQ 4 or equivalent. (Desirable)
7. ECDL or equivalent. (Desirable)

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [[WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/)](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Demonstrates self-awareness and aims to improve their work.
8. Resilient under pressure and ability to remain positive when challenged.
9. A confident communicator who can convey both simple and complex information with a wide range of audiences, both internally and externally.
10. Ability and enthusiasm to manage change and work flexibly and learn and adapt quickly to changing priorities and ways of working.

**Specialist knowledge skills and experience**

1. Demonstrable experience of carrying out a range of administrative/ secretarial procedures and tasks.
2. Good working knowledge of Microsoft packages, e.g. Word, Excel, Powerpoint, Outlook etc.
3. Sound knowledge and understanding of a range of administrative procedures, e.g. financial, secretarial, HR, operational etc.
4. Knowledge and use of general office equipment.
5. Organisational skills to prioritise own work and work of others, to meet deadlines.
6. Fast and accurate keyboard skills to produce documentation to a high standard and within deadlines.
7. Accurate minute and note taking skills.
8. A good eye for detail, combined with the ability to present a range of documents to a high standard.
9. Demonstrates an understanding of confidentiality and data protection requirements in the workplace.
10. Research and problem-solving skills to identify, investigate and resolve issues.
11. Can apply judgement and has the confidence to make some decisions in the absence of the Senior Officer.
12. Has the initiative to question how things are done and identify improvements.
13. Knowledge of health & safety regulations.
14. Excellent verbal and written communication skills.
15. Ability to demonstrate duties to other staff as required.
16. Confident communicator who can:
17. provide advice and guidance on a range of issues to internal and external customers, on behalf of their Senior Officer;
18. influence senior managers to meet required deadlines and negotiate any changes;
19. negotiate to secure best value on travel, accommodation and event venues etc.
20. Team player willing to share knowledge and expertise with others.
21. Demonstrates a positive attitude, commitment and enthusiasm.
22. Experience of managing staff. (Desirable)
23. Experience in a PA/secretarial role at a senior level. (Desirable)
24. Knowledge of local government and public services. (Desirable)
25. Political sensitivity and awareness in order to work closely with Councillors. (Desirable)
26. Uses creativity and innovation to come up with new ideas and approaches. (Desirable)
27. Ability to supervise or co-ordinate the work of others. (Desirable)
28. Presentation skills to deliver information/reports to managers and other audiences. (Desirable)
29. Delegation skills to prioritise and manage workloads effectively. (Desirable)
30. Good people management skills: able to manage teams effectively, interview, run performance appraisals, identify training needs and provide basic training/ demonstrate tasks. (Desirable)

**Additional requirements**

1. Willingness to become a mentor, coach or super user.
2. Willingness to develop knowledge and understanding of the services provided by the Council.
3. Willingness to learn the Directorate’s admin/finance/management systems.
4. Flexible approach to working patterns and locations.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |

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In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.