**JOB DESCRIPTION**

**Job title: Personal Assistant**

**Grade:** Grade 5

**Directly responsible to:** Business Support Team Leader

**Directly responsible for:** none

**Location:** Office of the West Midlands Police and Crime Commissioner

**Job Purpose:**

To provide a comprehensive and confidential range of secretarial, administrative and business support services to senior officials and staff members

|  |
| --- |
| **Main duties and responsibilities:** |
| 1. Provide general personal assistance, secretarial and business support to the senior colleagues 2. Proactively plan, organise and anticipate requirements of the senior colleagues to enable effective support to the posts 3. Manage the diaries of the senior colleagues in order to schedule meetings, events and conferences as appropriate. 4. Prepare for and attend meetings and committees and produce and circulate minutes 5. Manage and process correspondence of the senior colleagues to meet priorities, deadlines and standards 6. Manage and screen telephone calls and enquiries for the senior Officials and staff members and respond appropriately 7. Receive and attend to visitors of the senior colleagues 8. Securely and confidentially maintain office management systems, procedures and personnel files, including recording of sickness absence and leave etc. 9. Liaise with senior officials both internally and externally and other organisations on behalf of the senior colleagues 10. Maintain and operate efficient and effective record keeping and filing systems ensuring they are updated and stored appropriately 11. Conduct horizon scanning, research and analysis to support the work of the senior colleagues 12. Produce documents, briefing papers, reports and presentations which may involve originating work following relevant research 13. Raise orders and undertake all associated matters on behalf of the senior colleagues to include travel, catering and accommodation etc. Arrange travel and accommodation and process the expenses for the senior colleagues as necessary 14. Support the governance surrounding the role of the PCC, including gift and hospitality registers and declarations of related party transactions |
| **Other responsibilities:** |
| * Provide excellent customer service * Forge and maintain effective working relationships with all colleagues in the OPCC and other organisations locally, regionally and nationally * Be proactive and able to make decisions using own initiative * Attend events and forums at which the Commissioner requires support/representation * Comply with the framework for knowledge management to support effective decision making * Take personal responsibility for personal and professional development and maximise own resources in a way with reflects the values of the OPCC * Work closely with the other colleagues to improve operational practices and effectiveness * Be able to participate effectively at meetings, making valuable contributions * Ensure compliance with all OPCC policies, procedures and practices * Undertake projects/activities as required working across a range of functions within the OPCC * Promote diversity and racial equality, ensuring that all activities and matters have proper regard for equality and diversity issues * Plan and undertake all aspects of effective staff development, management and leadership of staff who report directly into this post/team members * Undertake additional duties as are reasonably commensurate with the level of the post |

**Personnel Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **FACTORS** | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| Qualifications | * GCSE level with at least 5 GCSEs Grades A-C to include English and Mathematics. Or the equivalent. Or equivalent by experience | * A Level or equivalent * NVQ Business Administration Level 3 or equivalent | Application form |
| Experience | * Experience of: * high level administrative support * dealing confidentially with senior managers and officials * handling complex diary commitments * prioritising workloads and meeting deadlines * organising events, forums and meetings * maintaining and operating efficient and effective record keeping and filing systems ensuring they are updated and information is stored appropriately * producing a range of high quality documents and presentations for a range of audiences * producing and disseminating information in a range of formats * attend and record accurate and concise minutes of meetings | Experience of:   * working in a political environment * carrying out research * analysing and presenting data | Application form  Interview |
| Knowledge and skills | * Highly developed communication and presentation skills * Ability to analyse complex problems, providing clear practical solutions * Highly developed proactive organisational and prioritising skills * Excellent customer services skills * Demonstration of accuracy and attention to detail * Ability to manage sensitive information in a confidential manner * Ability to negotiate and influence * Ability to utilise a full range of standard office IT software/packages * Inspiring and motivating others to achieve | * Understand structures and functions of Police and Crime Commissioners * Research and analytical skills | Application form  Interview  Test |
| Personal Qualities | * Proactive ‘self-starter’ * Flexible to respond to changing commitments and deadlines * Ability to work on own initiative * Political sensitivity and astuteness * Promote diversity and racial equality * Commitment to continuous professional development |  | Interview |