

PROFESSIONAL ASSISTANT

Role Profile



Title	Professional Assistant	
Grade	GRADE D	
Reference:	N1071	
Reports to:	Team Leader	
Work style Definition	Office based hot–desk/touch down worker	
Job Type:	Semi Professional	
Primary purpose of role	Provide an excellent professional assistant service to Senior Officers, ensuring that all activities and functions provided are efficient and effective.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Manage and prioritise contact/communication and ensure the effective coordinated workflow of business to and from Senior Officers. (35%) Pro-actively identify and address issues raised with the senior officers as appropriate prior to their involvement. (30%) Deal with unexpected problems which can lead to the revision of meetings or events at short notice. (25%) Maintain a knowledge of Council policies, procedures and management structures. (5%) Provide assistance and cover to other staff in Executive hub/CEX spoke when required. (5%) 	Role measures <ul style="list-style-type: none"> First point of contact for Senior Officers to ensure the most efficient use of their time and achievement of their objectives. Timely and appropriate responses to invitations, cancellations, changes of invitees, agendas, objectives, supporting paperwork, etc. Participation in a community of practice with other Executive Assistants and Professional Assistants within both the Executive Hub and the CEX Spoke.
Key activities	<ul style="list-style-type: none"> Maintain and manage digital diaries. (25%) Arrange and coordinate meetings and events on behalf of Senior Officers. (15%) Ensure all information, briefings and advice is available prior to scheduled commitments, including presentations, agendas, reports, minutes and action points. (15%) Attend meetings as required to take minutes, notes and/or action points, and ensure minutes are completed and circulated. (5%) 	

	<ul style="list-style-type: none"> ▪ In discussion with Senior Officers, and stakeholders schedule, coordinate and organise work/activities/meetings/events. (5%) ▪ Respond to correspondence, emails and telephone calls as required, some of this may be on behalf of the Senior Officers. (20%) <ul style="list-style-type: none"> ▫ Follow up on incoming issues and concerns to seek resolutions from relevant officers. ▪ Liaise with internal and external organisations and with individuals such as Chief Executive, Leader of the Council, Directors, MPs' offices, Lord Mayors Office, Police Authority, NHS, military, judiciary etc. (10%) ▪ Proactively provide suggestions to the team on measures to improve the service in terms of efficiency, customer experience and best practice-supporting a continuous improvement ethos (5%) ▪ Undertake other duties appropriate to the grade of the post.
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ GCSE's A*- C (9-4) or equivalent in English and Maths ▪ NVQ3 or equivalent qualification or experience in business support ▪ A willingness to undertake appropriate learning and development as required ▪ Knowledge of services provided by a Local Authority.
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ Basic knowledge of relevant legislation, policies and procedures ▪ Understanding of the implication of the post's function within the Council and of the working relationship between senior managers and Elected Members.
Essential experience	<ul style="list-style-type: none"> ▪ Experience of using Microsoft Office products and web-based software packages. ▪ Demonstrable administrative experience with an understanding of office procedures. ▪ Experience of providing an effective and efficient customer service to both internal and external customers in line with policies and procedures ▪ Experience of working within a team. ▪ Experience of organising meetings and of producing the resulting notes, actions points, minutes and reports. ▪ Experience of planning priorities and working to tight deadlines
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of directly supporting a senior officer or Member as a Personal Assistant or Secretary. ▪ Experience of undertaking research. ▪ Experience of working with strategic policies.
Essential skills	<ul style="list-style-type: none"> ▪ Precise and speedy keyboard skills for producing time-critical documentation.

	<ul style="list-style-type: none"> ▪ Developed interpersonal and communication skills (including tact, diplomacy, confidentiality and a positive attitude) for exchanging varied/sensitive/complex information with a range of organisations, agencies and individuals. ▪ Numeracy skills required for carrying out calculations and ensuring the accuracy of data. ▪ Literacy skills required including spelling, grammar and punctuation for dealing with letters, documents. ▪ Ability to use own initiative and independent decision making, with access to senior staff, to support the day to day delivery of business support. ▪ Team working skills and the ability to work together with colleagues to deliver a cohesive, joined-up service to customers. ▪ Time management skills to prioritise work appropriately, be punctual and meet deadlines in order to deliver a good service. ▪ Accuracy with a high level of attention to detail
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	