

Job Description

Job Title:	Personal Assistant
Directorate/Team:	Communications
Location:	16 Summer Lane or other site/location
Responsible to:	Director of Marketing and Engagement, Director of Communications
Responsible for:	
Key working relationships: (internal)	Communications directorate, Chief Executive support team, Mayor's support team.
Key working relationships: (external)	Counterparts in partner organisations including local authorities, the West Midlands Growth Company, and central government

Purpose of the Post

To provide PA support to the directors of communications, and marketing & engagement, and administrative assistance as and when required to the directorate, through the provision of effective office systems, standard processes and procedures.

Accountabilities

To provide high quality and confidential PA support to the directors of communications, and marketing & engagement, ensuring a proactive, timely and responsive service. Acting as the first point of contact for internal and external stakeholders.

Responsibilities

Strategic

- Support Senior Managers through the development and review of their forward plans in coordination with other Senior Managers.
- Work flexibly and with integrity to meet the needs of the WMCA and Communications function.

People

- Delivering and maintaining a proactive front-line service to WMCA senior management and stakeholders.
- Provide a high level of hospitality to visitors including the provision of refreshments.
- Provide a high standard of customer service to stakeholders and staff.
- Liaise on a regular basis with the Senior Managers, Management Team, other colleagues within WMCA, Members, and where necessary, Officers of local Councils and Operators to progress relevant issues ensuring known deadlines are met.
- Work positively and proactively with all staff at WMCA and with contacts in stakeholder and partner organisations, treating people with dignity and respect at all times.
- Attend meetings and staff events as required with or on behalf of designated Senior Managers, demonstrating support for initiatives taking place within WMCA and providing feedback to Senior Managers in their absence

Operational

- Receive, sort, and prioritise all incoming communications of designated Senior Managers, referring to appropriate staff, consulting, and drafting suitable replies on behalf of Senior Managers where appropriate.

- Undertake relevant research and development of information and initiatives, analysing information and producing expository notes, production of management data and information, and development of presentations, reports, and other materials as required. - Provide and ensure that support and assistance are available for projects and services being implemented by WMCA, using calendar and rotas as and when required. - Using a computer-based diary, plan and co-ordinate associated travel and accommodation arrangements and associated expenses as appropriate and in line with policy. - Manage and plan cover arrangements ensuring that absences are adequately resourced. - Manage, co-ordinate, and maintain Senior Manager calendars including meetings, appointments, and records in accordance with pre-set priorities, deadlines, and requests. - Ensure that all records and filing systems are always maintained and kept up to date to the correct standards. - Attend all required meetings to take minutes, capture actions, and support directors in chasing outstanding tasks and deliverables.
Financial
- Assist in the monitoring of relevant budgets, monitoring items under this heading, and processing/authorizing payment of relevant invoices as appropriate using the WMCA financial Systems (Business World). - Monitor the use of the team's corporate credit card and ensure all usage is in line with WMCA policy. Complete credit card proformas within policy timescales for Senior Managers as appropriate.
Other
- Represent the WMCA in a professional manner. - Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A	I	T
Experience of providing a business support function to a busy team.	X				
Experience of working within a busy environment, practical office experience, including experience in dealing with external contractors.	X				
Skills / Knowledge	E	D	A	I	T
Excellent written and spoken communication skills.	X				
Professional with strong interpersonal and team working skills.	X				
Ability to deal with difficult or sensitive situations tactfully and with diplomacy and always maintaining a high degree of confidentiality.	X				
A flexible approach to work, prioritising work to meet demands and strong time management skills.	X				
Ability to work at a high level of intensity on own initiative using judgment and displaying resilience.	X				
Ability to network effectively with external and internal contacts, including senior management, and maintain excellent relationships.	X				
Excellent IT skills, including Word, Excel, and PowerPoint.	X				
Ability to efficiently work under pressure to meet deadlines.	X				
Qualification / Education / Training	E	D	A	I	T
Maths and English at GCSE or equivalent level or relevant experience.	X				
A recognised qualification in office skills or administration.		X			

Key: **A** = Application, **I** = Interview, **T** = Testing/Assessment

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☒	Yes ☐	No ☒	Basic ☐	Standard ☐	Enhanced ☐	None ☒	Yes ☐	No ☒

Job Evaluation Details

Date Evaluation Agreed	Job Family	Level/Grade	JEP Reference