

Job Description

Job Title:	Personal Assistant
Directorate/Team:	Metro Directorate
Location:	16 Summer Lane or other site/location
Responsible to:	WMCA TfWM Metro Director
Responsible for:	
Key working relationships: (internal)	West Midlands TfWM Metro Director, the TfWM Metro Leadership Team, the wider Metro Team, TfWM Delivery Team, Transport Portfolio Office, TfWM Executive Director Office
Key working relationships: (external)	Metro external stakeholders

Purpose of the Post

WMCA is committed to building a healthier, happier, better connected and more prosperous West Midlands. This is our vision. Our Values are central to how we work and interact with our wider partners and stakeholders. We encourage our colleagues to Be **Collaborative**, Be **Innovative**, Be **Driven** and Be **Inclusive**.

The role is to provide a high-quality business support function to the West Midlands Metro Director and the Metro Team, assisting with all elements of the day to day support of business as required.

To provide confidential PA support 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, ensuring a proactive, timely and responsive service. Acting as the first point of contact for internal and external stakeholders.

Support the Metro Director and team in creating, delivering and maintaining a proactive front-line service to the West Midlands Metro Team and all relevant stakeholders.

Provide a Business Support function to the West Midlands Metro Team covering all duties as required. In particular, will include complex diary management, liaising with outside parties including local authority partners and formal TfWM Meeting governance.

Ensure that the team is managing document storage correctly and working with the team to implement and maintain a document management system.

Provide a professional image to WMCA, Members and partner organisations and visitors at all times, whilst delivering outstanding administrative support to the WMCA as required.

As part of this administration role the Personal Assistant will be required to capture and formalise minutes for several Metro-related Meetings for future Governance records. This skill is an important part of the scope of work.

Responsibilities

Strategic

- Support Senior Managers through the development and review of their forward plans in coordination with the wider teams.

- Work flexibly and with integrity to meet the needs of the WMCA and TfWM Metro function.
- Supporting with the facilitation and servicing of meetings to include preparation of meeting materials, the taking of, typing and distribution of actions notes, arranging meetings and events, booking rooms within Summer Lane and Wednesbury Depot, registering visitors and booking car parking spaces as well as managing catering orders for such events.
- Support the Metro Team with day to day support and coordination of the Metro Leadership Team daily activities to include complex diary and inbox management, responding to emails and escalating actions where appropriate.
- Develop excellent practical skills in the use and application of systems such as SharePoint, Teams, ProjectWise and all systems used by the team to assist with data control responsibilities.
- Arranging and coordinating events as required.
- Co-ordinating a variety of local and international travel and accommodation arrangements for team members of West Midlands Metro in accordance with both WMCA Travel and Expenses policies, collecting travel tickets and documentation where required.
- Production of working documents using Microsoft Office packages and using standard business/organisational templates.
- Maintaining and updating information systems and documents as required.
- Assisting with the setting up of new starters; ensuring all ICT requirements, access and staff passes are provided in a timely manner.
- Undertaking procurement activities; raising purchase orders, processing invoices and following the process through to completion and in line within company processes / systems. You will also support the team with ordering general office supplies.
- Ensure visitors to the WMCA are met and escorted to meeting rooms, providing attentive support including the provision of refreshments, advice and support and guidance for on-going travel arrangements, maintaining a professional image at all times*.
- Ensuring the meeting rooms are fully stocked with supplies and are in respectable, presentable order each day, reporting any issues to your line manager or relevant departments such as Assets, ICT or Health & Safety*.
- Collating, printing, binding and laminating documents, document management, filing and archiving assistance as required*.
- Being aware of corporate data protection and management policies and ensuring all activities are undertaken in line with the data security procedures.
- Support Finance Manager of Metro Team with Diary Management and other activities as required.
- Processing of internal/external post*.
- Work flexibly, with integrity and proactively to meet the needs of the WMCA.

**these aspects are applicable in an office-based environment.*

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 Authorities, District 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.

<ul style="list-style-type: none"> 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.
Financial
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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 <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details

Date Evaluation Agreed	Job Family	Level/Grade	JEP Reference