**Job Description**

**Post Title:**  Mayoral Team PA and Diary Coordinator

**Directorate:**  Mayor’s Office

**Reports to:** Mayoral Director

**Direct Reports:** None

**Key Relationships:** Mayoral Team, colleagues in the Authority especially those providing corporate enabling services e.g., Finance, Procurement, HR, ICT.

**Role Purpose**

Responsible for providing high quality and efficient PA and administrative support to Mayoral Team as and when required through the provision of effective office systems, standard processes and procedures, forward planning, and utilising inter-departmental liaison.

**Responsibilities**

* Provide the highest standards of business management and administrative support to the Mayoral team, ensuring compliance with any Constitutional or Statutory requirements to ensure the smooth running of the Services.
* Engage with the WMCA Facilities and Workplace Services and provide a high standard of customer service to stakeholders and staff.
* Assist the Mayoral Director to plan resources by providing regular and accurate reports on work volumes, workflows, time-recording, internal and external spend.
* Ensure the effective management and upkeep of all mayoral resources, databases and file management systems held and used by the team.
* Ensure paper and electronic documents are filed, managed and disposed of in line with policy and legislative requirements and enable timely and accurate access to information.
* Assist the Mayoral Team in setting up department meetings and training courses, including room booking, diary management and liaison with external contacts.
* Lead on the financial administration of, and being first point of contact for, the team in relation to external suppliers, including raising purchase order numbers, posting invoices, checking and processing invoices for payment in a timely manner, and monitoring invoices against purchase orders.
* Maintain good professional relationships with colleagues in Finance, ICT, Procurement and HR.
* Develop, implement, and manage a quality system to ensure highest standards of service to external and internal clients, and to ensure continuous improvement of the Mayoral Team.
* Ensure the efficient running of the resources allocated to the team, including induction to new starters on administrative and quality processes, liaising with suppliers in relation to all aspects of the resources e.g., procuring set-up and passwords for new starters, coordinating reporting of any system faults.

**Person Specification**

|  |  |
| --- | --- |
| *Please specify (X) whether the experience required is Essential (E) or Desirable (D)* | **Assessment Method** |
| **Experience** | E | D | App\* | Int\*\* | Other\*\*\*  |
| Extensive previous experience of working in a similar role at PA level or equivalent within a professional environment. | **\*** |  | **\*** | **\*** |  |
| Experience of effectively using IT management systems and to have the confidence and ability to train others in the system | **\*** |  | **\*** | **\*** |  |
| Knowledge of Local Government procedures and some knowledge of the framework within which a Mayoral Combined Authority operates. |  | **\*** | **\*** | **\*** |  |
| **Skills/Knowledge/Abilities** | E | D | App\* | Int\*\* | Other\*\*\*  |
| Excellent people management skills  | **\*** |  |  | **\*** |  |
| Evidence of developing and implementing business management and support processes, systems, policies, and procedures, including complex electronic systems across a variety of platforms | **\*** |  |  | **\*** |  |
| Good numerical and analytical skills.  | **\*** |  |  | **\*** |  |
| Good oral and written communications skills. | **\*** |  | **\*** | **\*** |  |
| Excellent MS Office and IT skills.  | **\*** |  | **\*** | **\*** |  |
| Excellent organisational skills, with experience in keeping timely, complete, and accurate records, resource planning and prioritising of heavy and diverse workload. | **\*** |  |  | **\*** |  |
| Good working knowledge of Information Governance and Data Protection |  | **\*** |  | **\*** |  |
| Self-motivated, ability to work under pressure, prioritise and multitask and be able to work unsupervised and meet set deadlines.  | **\*** |  |  | **\*** |  |
| **Qualifications/ Professional Memberships** | E | D | App\* | Int\*\* | Other\*\*\*  |
| A recognised qualification or comparable experience in office administration |  | **\*** | **\*** |  |  |

\* Application

\*\* Interview

\*\*\* Details will be shared at interview stage

**Core Expectations**

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.

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| **Value** | **Competency** | **Behaviour** |
| Collaborative | Team Focused | 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. |

**Health and Safety**

All employees have a duty to take reasonable care for the health and safety 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 and safety.

**Equality and Diversity**

To promote and champion equality and diversity in all aspects of the role

**Learning and Development**

To participate in and take responsibility of any learning and development required to carry out this role effectively.

**Performance Management**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

**GDPR (General Data Protection Regulation)**

To 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.

**Other**

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis