A close-up of a logo

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| **Job Description** | |
| **Job Title:** | Personal Assistant |
| **Directorate/Team:** | People & Culture Services |
| **Location:** | 16 Summer Lane or other site/location |
| **Responsible to:** | Business Manager |
| **Responsible for:** | N/A |
| **Key working relationships:**  (internal) | People & Culture Senior Leadership Team, Chief Executive’s Directorate, Other Directorate Business Managers and Administrative Teams |
| **Key working relationships:**  (external) | N/A |
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| **Purpose of the Post** | |
| To provide PA support to the People & Culture Service and administrative assistance as and when required to the directorate through the provision of effective office systems, standard processes and procedures. | |
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| **Accountabilities** | |
| To provide high quality and confidential PA support to Senior Managers, ensuring a proactive, timely and responsive service. Acting as the first point of contact for internal and external stakeholders. | |
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| **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 People & Culture 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 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. * 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** | |
| * Assist in the monitoring of relevant budgets, monitoring items under this heading, and processing/authorising 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. | |

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| **Person Specification** |

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| Candidates/post holders will be expected to demonstrate the following: | **Essential / Desirable** | | **How Evidenced?** | | |
| **Experience** | **E** | **D** | **A** | **I** | **T** |
| Evidence of high-level PA support to senior managers. | X |  |  |  |  |
| Experience of supporting Senior Managers through the development and review of their forward plans in coordination with other Senior Managers. | X |  |  |  |  |
| 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

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| **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. |

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| **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. |

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| **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 |

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| **Job Evaluation Details** | | | |
| **Date Evaluation Agreed** | **Job Family** | **Level/Grade** | **JEP Reference** |
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