



Job Description

Job Title:	Personal Assistant
Directorate/Team:	TfWM Directorate – Bus Reform Transport Portfolio
Location:	Summer Lane
Responsible to:	Director of Bus Reform – Integrated Transport Services
Responsible for:	
Key working relationships: (internal)	Director of Bus Reform, all areas of Integrated Transport Services, TfWM Heads of Service/Directors, WMCA Finance and Business Unit
Key working relationships: (external)	

Purpose of the Post

To provide outstanding PA support to the Director of Bus Reform and administrative assistance as and when required to the Directorate through the provision of effective office systems, standard processes and procedures, forward planning and utilising inter-departmental liaison.

Responsibilities (Duties)

- Deliver proactive, timely, responsive and high-quality PA support to the Director of Bus Reform ensuring confidentiality and appropriate sensitivity on matters involving TfWM/WMCA and Partner Organisations.
- Build and maintain positive relations and open communication within the team and with equivalent roles across WMCA, TfWM and key partner organisations.
- Engage with the WMCA Business Support Team and provide a high standard of customer service to stakeholders and staff.
- Provide and ensure that support and assistance is available for projects and services being implemented by WMCA, using calendar and rotas as and when required.
- 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.
- Manage, co-ordinate and maintain Senior Manager calendars including meetings, appointments and records in accordance with pre-set priorities, deadlines and requests.
- Using a computer-based diary, plan and co-ordinate associated travel and accommodation arrangements and associated expenses as appropriate and in line with policy.
- Receive, sort and prioritise all incoming communications, mail and email of designated Senior Managers, referring to appropriate staff, consulting and drafting suitable replies on behalf of Senior Managers where appropriate.
- Liaise on a regular basis with the Senior Managers, Management Team, other colleagues within TfWM/WMCA, Members, and where necessary, Officers of District Councils and Operators to progress relevant issues ensuring known deadlines are met.
- Support Senior Managers through the development and review of their forward plans in coordination with other Senior Managers.
- Manage and plan cover arrangements ensuring that sickness/holiday absences, lunch breaks, etc are adequately resourced.
- Assist in the monitoring of relevant budgets, monitoring items under this heading and processing/authorising payment of relevant invoices as appropriate using the TfWM/WMCA financial Systems (Business World).
- Attend meetings and staff events as required with or on behalf of designated Senior Managers, demonstrating support for initiatives taking place within TfWM/WMCA and providing feedback to Senior Managers in their absence.

- Work positively and proactively with all staff at TfWM/WMCA and with contacts in stakeholder and partner organisations, treating people with dignity and respect at all times.
- Ensure visitors to TfWM/WMCA are escorted and attentive support provided including the provision of refreshments, advice and support and guidance for on-going travel arrangements.
- Manage and plan cover arrangements ensuring that sickness/holiday absences, lunch
- If required, monitor the use of the team's corporate credit card and ensure all usage is line with policy. Complete credit card proformas within policy timescales for Senior Managers as appropriate.
- Ensure that all records and filing systems are maintained and kept up to date to the correct standards at all times.

Person Specification (How Evidenced Key: A = Application, I = Interview, T = Testing/Assessment)

Requirements Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced ?		
	E	D	A	I	T
Experience					
Excellent written and spoken communication skills.	X		X		
Strong interpersonal and team working skills	X		X	X	
Experience of co-ordination, preparation and support to meetings; including booking venues, meeting invites, circulating agendas and papers, note taking and following up and progressing actions.	X		X	X	
An experienced administrator, who is used to working on own initiative	X		X	X	
A calm and professional manner, with ability to effectively liaise with senior management and executives.	X		X	X	
Skills / Knowledge	E	D	A	I	T
Ability to deal with difficult or sensitive situations tactfully and with diplomacy and maintaining a high degree of confidentiality at all times.	X		X		
Proven ability to forward plan, prioritise work and effectively co-ordinate competing demands.		X	X		
A flexible approach to work, with the ability to efficiently work under pressure to meet deadlines.	X		X		
Ability to work at a high level of intensity on own initiative using judgment and displaying resilience.	X		X	X	
Ability to network effectively with external and internal contacts, including senior management, and maintain excellent relationships	X		X		
Qualification / Education / Training	E	D	A	I	T
GCSE level or equivalent - A good standard of education, including maths and English at GCSE or equivalent level	X		X		
A recognised qualification in office skills or administration is desirable		X	X		

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 as necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality Diversity & Inclusion	Promote and champion equality, diversity, and inclusion 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)		
Yes ☐	No ☒	Yes ☐	No ☐	Standard ☐	Enhanced ☐	None ☒

Job Evaluation Details

Date Evaluated	Job Family	Level/Grade	JEP Reference