



## JOB DESCRIPTION

### DEPARTMENT

Corporate Services

### JOB TITLE

Personal Assistant to Heads of Service

### HAY GRADE

E

### SALARY RANGE

£23,542 to £26,511

### RESPONSIBLE TO

The Procurement and Contracts  
Manager

### RESPONSIBLE FOR

N/A

## HEALTH CONSIDERATIONS/RISK/SURVEILANCE REQUIRED

Manual Handling, VDU use, Slips, trips and falls, Out of hours working, Meeting customers in a controlled but open environment. Training. VDU self assessment workstation check. Risk Assessment and Training

## DESCRIPTION OF DUTIES AND RESPONSIBILITIES

### Overview

To provide an efficient and effective administrative and support service to the four Heads of Service;

### Dimension of Job

- Comprehensive administrative support to the four Heads of Service at the Council.
- Provision of cover for the Executive Assistant to the Chief Executive and Chairman, if and when required.
- To support the elections team as and when required.
- To provide high levels of customer service both internally and externally.
- To promote the HART values by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with effect and authority.

## Key Contacts/Communications Links

### Internal

- Members
- All members of HDC staff

- Senior Leadership Team
- Joint Chief Executive

## **External**

- Suppliers and Customers
- Other Local Authorities and External organisations

## **Key Responsibilities/Specific Duties**

1. Proactively managing the correspondence and diaries for the Heads of Service including reading, re-routing and where appropriate responding to enquiries.
2. To carry out financial administration for Heads of Service including raising purchase orders and applying a goods received notices to appropriate invoices.
3. To organise meetings, appropriately briefing Heads of Service of the meeting purpose and details of attendees in advance, plus the distribution of agendas to all parties involved and communication of any changes to meetings or times.
4. To take accurate records of agreed actions of meetings ensuring they are written up and distributed in a timely manner and where requested by the Head of Service, follow up to ascertain if actions have been completed.
5. To provide comprehensive administrative services to the Heads of Services including where appropriate the preparation of correspondence, reports or presentations.
6. To maintain a high level of confidentiality and be able to deal with sensitive data where required
7. To manage and track letters and complaints (including MP enquiries) to ensure that the Council is providing high quality responses in accordance with its customer service standards
8. To manage emails, letters, phone calls and visitors to the offices for Heads of Service ensuring a high level of customer care.
9. To provide secretarial support to Cabinet and where necessary, further support for the Chairman and Joint Chief Executives.
10. Provide additional support to the Elections and Registration team, during peak periods such as the canvas and elections.
11. To provide high levels of customer service for our residents, staff, managers and external partners, so that they are made to feel warm, welcome, wanted and cared for.
12. To promote the HART values at all times by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with appropriately.

13. Where a post involves working with members of the public, the post holder has a responsibility to be vigilant in identifying potential safeguarding issues and conduct themselves in a manner that protects both themselves and members of the public.

**STANDARD CLAUSES**

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the postholder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Revised (Date) .....

Hay Job Evaluated (Date) .....



## PERSON SPECIFICATION

### POST: Personal Assistant to the Heads of Service

#### *The HART Core Values:*

Hart District Council aims to recruit candidates who are committed to delivering our core values. It is our aim that customers should feel warm, welcome, wanted and cared for when they are interacting with our services. To achieve that, all staff are expected to be helpful, approachable, responsive, and to take ownership, to ensure challenges, problems or enquiries are dealt with and appropriately concluded.

This person specification sets out what we are looking for when recruiting to the above post. The essential and desirable attributes we are seeking for this role are set out below:

CRITERIA	ATTRIBUTES	ESSENTIAL (E) OR DESIRABLE (D)	METHOD OF MEASUREMENT
EDUCATION/ QUALIFICATIONS	Education to A-Level Standard or equivalent	E	Application Form / Certificate
EXPERIENCE/ KNOWLEDGE	At least 3 years experience working as an personal or executive assistant.	E	Application Form
	Experience of liaison and negotiation with partners including voluntary agencies	E	Interview
	Local Government Experience and Political Awareness	D	Interview
	Committed to providing high quality customer service	E	Interview

	Experience of minuting formal meetings	E	Test
	Organisation of multiple calendars	E	Test
SKILLS AND ABILITIES	Excellent communication and negotiation skills, including written communication skills	E	Application Form / Interview
	Ability and confidence to organise, arrange and administer multi-agency meetings		Interview
	Computer literate and proficient in Microsoft Office software	E	Application Form
	Ability to make customers feel warm, wanted, welcome and cared for	E	Interview
	Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome	E	Interview
PERSONAL QUALITIES/ APTITUDE	Innovation & drive	E	Interview
	Ability to work under pressure and manage a heavy workload	E	Application Form
	Ability to work as part of a team and/or alone as required and use own initiative	E	Application Form & Interview
	Commitment to professional and personal development	E	Application Form & Interview
	Ability to manage own time	E	Application Form & Interview
	Commitment to delivering the best possible services for residents, and internal and external customers	E	Application Form & Interview

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Signatures:

Post Holder .....

Manager .....