

JOB DESCRIPTION

JOB TITLE:	Senior Personal Assistant
MANAGED BY:	Head of Democratic Services
GRADE:	8

ROLE OVERVIEW

Approx. size of team:
4 PAs, 1 Senior PA

Key accountabilities:
Team management,
Operational Oversight,
Strategic efficiency
improvements

Key relationships:
PAs, Directors, Exec Office.

Senior Personal Assistant (PA) role offers a unique opportunity to combine high-level administrative expertise with team leadership. By creating a cohesive and flexible PA team, the Senior PA will play a pivotal role in ensuring Directors receive consistent and exceptional support, while driving efficiency and alignment with organisational objectives.

THE ROLE

The West of England Mayoral Combined Authority (MCA) is seeking to appoint a Senior PA to join the Chief Executive’s Office.

The Senior (PA) will provide high-level, confidential administrative and executive support to Directors while managing and leading the Personal Assistant (PA) team to ensure director’s administrative support needs are met.

This role is responsible for standardising processes, improving operational efficiency, and ensuring consistent, high-quality service delivery across the team. This role plays a critical part in driving collaboration, cohesion, and excellence within the PA team, while supporting organisational priorities.

Key Attributes:

- Strong leadership skills with experience managing and mentoring teams.
- Exceptional organisational skills and ability to manage competing priorities.
- High level of accuracy, attention to detail, and discretion.

KEY RESPONSIBILITIES

1. Leadership and Team Management

- Line manage a team of PAs, ensuring effective workload distribution and professional development.
- Foster a culture of collaboration and excellence within the PA team.
- Provide guidance, mentoring, and performance feedback to team members.
- Oversee team coverage, ensuring continuity of support during absences.

2. Operational Oversight

- Standardise processes for diary management, meeting preparation, and correspondence handling to ensure consistency across the team that supports directors' objectives.
- Develop and implement efficient office administration systems and tools.
- Act as the point of escalation for complex or sensitive administrative tasks.
- Identify and implement technological solutions to improve team efficiency, such as scheduling tools and task management systems.

3. Strategic Efficiency Improvements

- Monitor and report on team performance, identifying areas for improvement and implementing solutions.
- Lead initiatives to enhance the quality and consistency of PA support.
- Collaborate with senior stakeholders to align the PA team's work with organisational priorities.

4. Personal Assistance

- Provide high-quality, confidential support to one or more Directors as needed.
- Manage diaries, correspondence, and meeting preparation for assigned Directors.
- Prepare materials and briefings to ensure Directors are well-equipped for meetings and engagements.
- Exercise discretion and confidentiality in all interactions.

5. Stakeholder Engagement

- Act as a key point of contact for senior internal and external stakeholders.
- Build strong relationships with Directors and their teams to ensure seamless support.
- Represent the PA team in meetings, providing updates and insights to senior leadership.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Business administration qualification to NVQ level 3 or equivalent /or able to demonstrate equivalent knowledge and understanding gained through experience.
- A clear understanding of the attributes and requirements for successfully supporting senior managers in a local government or similar environment.
- Excellent keyboard and IT skills, with advanced skills and working knowledge of MS Outlook, Word, Excel, PowerPoint. In addition to using virtual platforms, such as teams and zoom. Have a willingness to learn new applications and technology as appropriate, for example Adobe Pro.
- Able to demonstrate knowledge and/or experience of equalities and diversity issues.

Experience

- Proven experience in a senior PA or team leader role, supporting executives in a fast-paced environment.
- Strong leadership skills with experience managing and mentoring teams.
- Demonstrated ability to standardise processes and drive improvements in administrative functions.

Skills and Competencies

- Exceptional organisational skills and ability to manage competing priorities
- Advanced IT proficiency, including MS Office Suite, SharePoint, and scheduling tools.
- Excellent communication and interpersonal skills, with the ability to build relationships at all levels.
- High level of accuracy, attention to detail, and discretion.
- Ability to identify improvement opportunities and develop solutions for working practices

DESIRABLE

Qualifications and Knowledge

- An awareness of the context in which the West of England Combined Authority and/or the public sector operates.
- Understanding of organisational goals and priorities within a combined authority setting.

Experience

- **Experience in the public sector or a politically sensitive organisation.**
- **Knowledge of diary and inbox management for senior leaders.**
- **Evidence of problem-solving and initiative in a leadership capacity.**