

JOB DESCRIPTION

JOB TITLE:	Personal Assistant (PA)
MANAGED BY:	Senior Personal Assistant
GRADE:	7

ROLE OVERVIEW

Approx. size of team: 5(4 PAs, 1 Senior PA)

Key accountabilities:
Confidential administrative support to senior leaders. Flexible and responsible management of senior diaries and inbox.

Key relationships:
Directors, Heads of Service, Exec Office and Senior PA, Unitary Authority stakeholders

The Personal Assistant (PA) role offers an opportunity to join a flexible and cohesive team of PAs. Together, the PAs 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 PA to join the PA team.

Reporting into the Senior PA, a PA will specialise in providing direct, confidential support to members of the corporate leadership team in their delivery of the priorities of the Metro Mayor.

They will proactively support senior leaders with a variety of tasks, including -

- Diary and inbox management.
- Supporting directorate meetings with agendas and minute taking.
- Working closely with management teams and staff to prepare materials for senior leaders, ensuring they are fully prepared for all meetings and engagements.
- Being the first point of contact visitors and regional partners for the directorates; both in the office and by phone/ email.

Key Attributes:

- Excellent communication and interpersonal skills.
- Ability to quickly establish strong working relationships with internal and external colleagues
- High level of accuracy and attention to detail
- Ability to identify and maintain appropriate levels of confidentiality.
- Ability to work in a proactive way, anticipating potential issues and using initiative to resolve.

KEY RESPONSIBILITIES

Provide full administrative support to senior leaders as required, including:

- To work with the Senior PA and other PAs to provide flexible, consistent, full coverage support for all Directors.
- Making sure senior leaders are fully prepared for all upcoming meetings and events, with materials organised and accessible for hybrid or in person meetings.
- Managing diaries, liaising with offices of senior business leaders, local authority partners and government officials.
- Liaising with colleagues to support leaders responding to mayoral correspondence within required timeframes.
- Be the first point of contact for visitors and regional partners, especially those who work closely with directorate teams (both in the office and by email/phone).
- Producing agendas and minutes for meetings led by MCA directors as required.
- Making travel arrangements for directors, in line with the objectives of the travel and accommodation policy.
- Booking meetings and making appropriate arrangements (room layout, refreshments etc).
- Ensure that all communications are appropriately dealt with. Exercise judgement, initiative and discretion in sorting urgent and non-urgent communications/correspondence, telephone calls and when dealing with items of a personal or confidential nature.
- Ensuring that documents and correspondence meet the high professional presentation standards required and systems are in place to facilitate document retrieval and record progress in relevant matters.
- Coordinate large-scale meetings and VIP visits, including venue management, guest lists, liaising closely with communications colleagues to ensure appropriate media coverage.
- Ensure information sharing with relevant colleagues on meetings and events being arranged for directors.
- To contribute to the development and improvement of office administration systems.
- To support the management of apprentices/work experience placements and other temporary staff where appropriate by providing task supervision, support and mentoring.
- To undertake all other duties as requested by the Senior PA, commensurate with the grade and status of the post.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Business administration qualification to NVQ level 3 or equivalent qualification and /or able to demonstrate equivalent knowledge and understanding gained through experience.
- A clear understanding of the requirements of a role that directly supports senior management.
- Excellent keyboard and IT skills, with advanced skills and working knowledge of MS Outlook, Word, Excel, PowerPoint and SharePoint. 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

- Experience of providing administrative support within a busy organisation where accuracy and pace are vital.
- Proven ability to prioritise in a dynamic office environment, managing a complex workload and maintaining confidentiality
- Experience of dealing with multiple senior stakeholders.
- Experience of organising and supporting meetings or events.

Skills and Competencies

- Excellent communication and interpersonal skills, both written and verbal.
- Ability to quickly establish strong working relationships with internal and external colleagues and a strong ethos of working as part of a team.
- High level of accuracy and attention to detail (literacy and numeracy).
- Ability to remain calm under pressure.
- Ability to work in a proactive way, anticipating potential issues and using initiative to resolve.
- Appreciation of the importance of discretion and confidentiality.

DESIRABLE

Qualifications and Knowledge

- An understanding of the role and priorities for the MCA and an awareness of the context in which the MCA and/ or public sector operates.

Experience

- Experience of acting as a PA to a senior Director or equivalent.
- Experience of working in a complex political organisation or the public sector.
- Experience managing a complex inbox and electronic diary.
- Evidence of ownership and problem solving attitude.