

Role Scope/Specification – Personal Assistant (CMT)

Service Area	Support Services
Job Title	<ul style="list-style-type: none"> Personal Assistant (CMT)
Role Family	<ul style="list-style-type: none"> Support Services
Location	<ul style="list-style-type: none"> Oxted/Agile
Operational Reporting line	<ul style="list-style-type: none"> Business Improvement & Service Delivery Manager
Functional Reporting line	<ul style="list-style-type: none"> Director of Strategy & Resources
Grade	<ul style="list-style-type: none"> TA2
Hours	<ul style="list-style-type: none"> 37 hours per week

Service Area Purpose

Support Services provide professional and efficient support and advice to internal customers across the Council to improve performance and enable them in delivering the Council's ambitions. Support Services embeds effective customer services, case management systems and specialist advice in line with the new operating model.

Specific Responsibilities

- Provide comprehensive, effective, efficient and highly confidential support to the Corporate Management Team
- Management of email inboxes, taking ownership of a range of enquiries, which do not require CMT involvement. This may include creating cases and assigning to relevant case officers, or Customer Services Team Leaders to handle
- Deliver administrative support that meets the needs of the manager, service, or individual projects; seeking advice when required to effectively delegate or escalate enquiries, this would include raising and managing invoices, assigning specific enquiries and tasks to the case management worktrays
- Diary management, arranging meetings and room bookings for both internal and external colleagues. Arranging any transport requirements, where necessary.
- Undertaking background research before meetings, ensuring relevant papers for a report are easily accessible from mobile devices. Arranging key information about

specific reports to be provided by case officers and specialists and pulling this information together as a summary ready for meetings

- Flexibility to provide cover to attend meetings, and committees as required to take and produce clear, concise minutes, ensure prompt circulation of minutes and manage actions that arise
- Prepare and review letters, reports, spreadsheets and presentations with a high degree of confidentiality and accuracy. Providing business support to CMT projects
- Regularly communicate on a range of issues, some of which may be complex, contentious or confidential to members and customers, where the outcome may not be straightforward or well established
- Staff conference – arrange meetings, calendar invites; co-ordinate and distribute the agenda
- Work with and provide cover for, the Personal Assistant (Councillors) to provide comprehensive, effective, efficient and highly confidential support to the councillors when necessary
- Occasional working at evenings and weekends to support the Chairs’ events
- Proactively identify any other duties that correspond reasonably to the general character of the post and are in line with its level of responsibility.
- Work professionally in accordance with the Council’s policies, procedures, standing orders and financial regulations.

Person Specification

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • Good standard of general education including English and Maths 	<ul style="list-style-type: none"> • Educated to A Level standard or equivalent or qualified by strong relevant experience and /or local authority related qualification

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Working in a political or similar environment. • Experience in being a strategic partner to senior leaders • Experience of using own initiative and working with little supervision. • Experience of providing and giving advice to internal and external customers. 	<ul style="list-style-type: none"> • Experience supporting a Chief Executive, Chief Financial Officer, or Corporate Director. • Significant experience and knowledge specific to local government. • Significant experience in being a strategic partner to senior leaders within a Council.

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| <ul style="list-style-type: none"> • Working in a matrix environment where cross team and corporate working are essential. | |
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Key Skills and Knowledge

Essential

- Strong written and verbal communication skills
- Strong event management skills
- Proficient in MS Office
- Active listener who can extract and assess the important information
- Accuracy and attention to detail
- Resourceful and flexible in approach
- Able to work with tact, diplomacy and sensitivity
- Proficient understanding of the political leadership in Tandridge
- Working knowledge of relevant legislation and policies
- Some knowledge of the working practices and methodologies of democratic services and elections.
- Some knowledge of project management tools and practices and/or ability to work in a project environment, organising and coordinating a range of activities to deliver effective elections services.
- Good influencing skills with ability to provide detailed advice and explain the Council's position and communicate on the Council's behalf on a number of issues.
- Ability to assimilate a range of complex as well as difficult/varied information and to exercise judgement and creative thinking in resolving difficult problems and developing solutions.
- Ability to build trust and rapport with a wide range of individuals.
- Ability to deliver high levels of stakeholder and customer service.
- Ability to think innovatively and practically.
- Report writing skills.
- Understanding of data protection.
- Understanding of equality and diversity