

## Role Scope/Specification – Personal Assistant (Cllrs)

Service Area	Support Services
Job Title	<ul style="list-style-type: none"> <li>Personal Assistant (Councillors)</li> </ul>
Role Family	<ul style="list-style-type: none"> <li>Support Services</li> </ul>
Location	<ul style="list-style-type: none"> <li>Oxted/Agile</li> </ul>
Operational Reporting line	<ul style="list-style-type: none"> <li>Business Improvement &amp; Service Delivery Manager</li> </ul>
Functional Reporting line	<ul style="list-style-type: none"> <li>Director of Strategy &amp; Resources</li> </ul>
Grade	<ul style="list-style-type: none"> <li>TA2</li> </ul>
Hours	<ul style="list-style-type: none"> <li>25 hours per week</li> </ul>

### 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

- Support to the Chair, Vice Chair and Leader of the council
- Work with the Chair to develop and deliver an annual programme of civic and ceremonial events;
  - Researching and booking venues
  - Organising invitations, flyers, posters
  - Sorting the menus and table plans
  - Liaise with local business for donations for raffle prizes
  - Working with other Surrey PA's
  - Fundraising for Chairs' charity
- Remembrance Day; organising Chair and Councillors, liaising with local churches and British Legion
- Annual Council; organising all the necessary regalia
- Occasional working at evenings and weekends to support the events

- Deliver personal assistant support; including weekly meetings with the Chair; diary management, responding to invitations and organising travel, responding to emails, drafting letters
- Responsible for the Chairs' annual budget
- Take ownership of a range of calls and enquiries, ensuring that outstanding tasks are followed up and dealt with to the satisfaction of both the customer and the Council, in some instances this will involve creating cases for other case officers to handle and respond
- 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
- Work with and provide cover for, the Personal Assistant (CMT) to provide comprehensive, effective, efficient and highly confidential support to the Corporate Management Team when necessary
- 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"> <li>• Good standard of general education including English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to A Level standard or equivalent or qualified by strong relevant experience and /or local authority related qualification</li> </ul>

### Experience

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

## 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