

Job Description

For Service Support Positions

Role Details

Job Title:	Personal Assistant (Executive Support Team)	JEID	
Salary Grade:	Grade 9 Pay scales and grading		
Hours:	We are open to discussions about flexible working		
Team:			
Service Area:	Executive Support Team, Chief Executive's Office		
Primary Location:	Oxford		
Political Restriction	This position is not politically restricted.		
Responsible to:	Service Manager, Executive Support		
Responsible for:	Providing Personal Assistant support to the Corporate Director, some direct responsibility for direction or co-ordination of other employees as may be required (e.g. regular advice, instruction, monitoring)		

Job Purpose

This is a short overview of the role including the context of the role within the team/department and an overview of the aims of the job and why it has arisen.

This role will provide an enhanced professional support to Corporate Directors of the council and, enabling the best possible support to be provided to both internal and external customers.

Job Responsibilities

This is a list of the main duties or tasks that the post holder will be expected to undertake

- To provide a comprehensive and confidential level of proactive professional support and assistance to the Senior Leadership Team (collectively known as the CEDR) to enable them to carry out their roles as effectively as possible. (Noting this requires working across the CDC/OCC partnership)
- To ensure excellent customer service is provided at all times.
- To provide PA support to elected members, as directed.
- The role will also provide cover for any of the other Personal Assistants as and when required and to work as a PA team.

Main Tasks

To plan, organise and act on behalf of the designated CEDR member(s).

To deal effectively and proactively with all matters on behalf of the designated CEDR member(s) ensuring they are dealt with without need for escalation wherever possible.

To field all queries (telephone, email, letter or in person) and respond to them, wherever possible, in accordance with corporate customer response timescales.
To ensure actions from meetings are followed up and completed by the time of the next meeting.
To ensure that effective systems are established and maintained so that a high-quality service can be provided.
To be alert to politically sensitive issues and bring them to the attention of the appropriate CEDR member(s) at the earliest opportunity.
To liaise closely with Council Members, the Leadership team and other members of staff.
To provide a full administrative support role for the CEDR member(s), including, but not restricted to: <ul style="list-style-type: none"> • Dealing with sensitive written (including email) correspondence on behalf of the CEDR member(s) • Managing diary commitments and requests • Setting up, arranging and minuting meetings • Ensuring paperwork is available and in order, for all meetings to be attended • Ensuring agendas and papers are complete and in a finalised form prior to all meetings • Fielding telephone calls • Processing of invoices and budget monitoring where required • Bringing to the attention of the CEDR member(s) any issues of urgency/sensitivity.
To adopt a creative and innovative approach to making improvements to current practices and suggesting new ones.
To assist with the elections process as required by the Returning Officer.
To represent the CEDR member(s) with a positive, customer-focused 'can do' attitude.
To carry out whatever responsibilities are designated to the post holder by the CEDR member(s), commensurate with the responsibilities of the role.

Section C: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our corporate values.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

Essential Criteria

Assessed By:

Educated to A level, or equivalent, or comparable ability	A&D
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Proven experience and track record of successfully providing personal administration in a senior support role	A&I
Flexible attitude and able to handle change effectively.	A&I
Experience of using MS Office, i.e. Word, Excel, PowerPoint, Outlook including electronic diary management to an advanced level	A&T
Able to find solutions and use own initiative	A&I
The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands	A&I
Methodical and organised approach to tasks, with an eye for detail.	A&I
Ability to take minutes at senior level meetings, with attention to detail	A&I
Experience of using financial/payroll/admin systems	A&I
The ability to make frequent decisions and exercise initiative independently	A&I

Desirable Criteria

Assessed By:

Degree or NVQ 2 or higher in administration or a PA qualification	A&D
Experience in a similar organisation (public sector)	A&I
	A&I
To be creative and innovative in the approach to introducing new practices and improving current ones	A&I
Experience of processing financial claims/transactions	A&I

Section D: Pre-employment checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role include:

<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/> Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/> Standard Disclosure and Barring Service check	<input checked="" type="checkbox"/> Basic Disclosure where the post holder will have access to sensitive or personal information about children
<input type="checkbox"/> Disqualification for Caring for Children (Education)	<input type="checkbox"/> Overseas Criminal Record Checks
<input type="checkbox"/> Prohibition from Teaching	<input type="checkbox"/> Professional Registration
<input type="checkbox"/> Non police personnel vetting	<input type="checkbox"/> Disqualification from Caring
<input type="checkbox"/> Other (please specify):	

Section E: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health & Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.	
The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).	
<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	

Agile Working

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.