

Job Description and Person Specification



Job Description

Job Title	Personal Assistant – elected Members
Grade	4
Service	Member Services
Reports to	Julie Wheeler
Location	City Centre
Job Evaluation Code	X9059L



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

To provide a personal secretarial and business support service to Senior Managers/Elected Members within the base location building, in relation to diary and email management, telephone enquiries, recording incoming and outgoing post, and producing any documentation required.

Main Duties & Key Accountabilities

Core Knowledge

- The opening and recording of incoming mail and redirecting as necessary. Determine priority and bring to the attention of senior manager(s)/elected members, preparing responses to routine and less complex correspondence on their behalf.
- Screen telephone calls, receive visitors, deal with enquiries, make appointments and arrange all internal and external meetings as required.
- Management of the diaries of several senior managers/elected members, including the preparation of agendas copying and circulating appropriate papers, minute taking and progress chasing of actions and maintaining the senior manager's own files, including the operation of a brought forward system.
- Work with key staff, partners and other agencies to prepare and provide information for meetings (reports and requisite papers).
- Undertaking research and other casework on behalf of managers and preparing briefing notes as required.
- Ensure timely travel arrangements are made.
- Support senior colleagues, in the review of office procedures and practices within the executive support team, suggesting and implementing improvements to create greater efficiency including maintaining an awareness and use of new technology. To provide support other members of the team.
- Receive enquiries and complaints from members of the public, media, elected members and other agencies. Act on own initiative and ensure appropriate action is taken to ensure these are dealt with promptly and efficiently informing appropriate managers and elected members where necessary.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Partner organisations MP's Members of the public	Internal All elected Members, Chief Executive, Directors, Senior Management and officers
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
Demonstrable understanding of the requirements and importance of the role of a senior secretarial function in a highly pressurised and sensitive environment	
Excellent understanding of the functions and purpose of a local authority and the role of the elected Member	
A good understanding of IT in an office environment and a range of Microsoft applications	
Good working knowledge of office practices and procedures, in particularly diary management.	
A good understanding of the political environment within Local authorities	
Good knowledge of equal opportunities in the workplace	
Understanding of good customer care	
Skills and Abilities	
Ability to understand complex internal and external relationships in a large organisation	
Ability to manage diaries and take appropriate decisions when scheduling appointments	
A high standard of word processing, document presentation (e.g. Powerpoint) and audio typing.	
Ability to receive and convey information clearly, accurately and concisely both in writing and orally.	
Excellent customer care skills, ability to act in a tactful and sensitive manner and to maintain high standards of confidentiality.	
Ability to organise and prioritise own workload.	
Ability to carry out all the duties in the job description with speed and accuracy.	
Ability to organise and maintain structured filing and administrative systems.	
Ability to work as a member of a team.	
Ability to cope with high levels of pressure as they occur.	
Experience	
Previous experience as a personal secretary to a senior manager/elected member	

A proven track record of meeting strict timescales and deadlines.
Qualifications
A good standard of general education, including a qualification in English Language.
Relevant secretarial qualifications e.g. RSA II Word processing or equivalent skills
Special Requirements

Date Created	August 2010	Date Reviewed	January 2020
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