



Coventry City Council

Job Description

Job Title:	Personal Assistant – elected members	Job Number:	X9059L
Service:	Member Services	Post Number:	
Location:	City Centre	Grade:	4

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.

Job Purpose:

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 and Responsibilities:

1. 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.
2. Screen telephone calls, receive visitors, deal with enquiries, make appointments and arrange all internal and external meetings as required.
3. 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.
4. Work with key staff, partners and other agencies to prepare and provide information for meetings (reports and requisite papers).
5. Undertaking research and other casework on behalf of managers and preparing briefing notes as required.
6. Ensure timely travel arrangements are made.
7. 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.
8. 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: N/A

Responsible to: Senior PA

Date Reviewed: January 2020

Updated: March 2022



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Person Specification

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Area	Description
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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
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	<ul style="list-style-type: none"> • A proven track record of meeting strict timescales and deadlines.
Educational:	<ul style="list-style-type: none"> • A good standard of general education, including a qualification in English Language.
	<ul style="list-style-type: none"> • Relevant secretarial qualifications e.g. RSA II Word processing or equivalent skills
Special Requirements:	

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Updated: March 2022