



Job Description and Person Specification

Personal Assistant – Members

Job Details	
Grade	4
Service	Member Services
Location	City Centre
Job Evaluation Code	X9059L

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>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.</p>

Key Responsibilities and 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

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> • 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. • attending any training and undertake any development activities that are identified as mandatory/beneficial to their role. • any other duties and responsibilities within the range of the salary grade.

Responsible for
N/a

Person Specification	
Requirements	
Knowledge	Demonstrable understanding of the requirements and importance of the role of a senior secretarial function in a highly pressurised and sensitive environment
Knowledge	Excellent understanding of the functions and purpose of a local authority and the role of the elected Member
Knowledge	A good understanding of IT in an office environment and a range of Microsoft applications
Knowledge	Good working knowledge of office practices and procedures, in particularly diary management.

Knowledge	A good understanding of the political environment within Local authorities
Knowledge	Good knowledge of equal opportunities in the workplace
Knowledge	Understanding of good customer care
Skills And Ability	Ability to understand complex internal and external relationships in a large organisation
Skills And Ability	Ability to manage diaries and take appropriate decisions when scheduling appointments
Skills And Ability	A high standard of word processing, document presentation (e.g. Powerpoint) and audio typing.
Skills And Ability	Ability to receive and convey information clearly, accurately and concisely both in writing and orally.
Skills And Ability	Excellent customer care skills, ability to act in a tactful and sensitive manner and to maintain high standards of confidentiality.
Skills And Ability	Ability to organise and prioritise own workload.
Skills And Ability	Ability to carry out all the duties in the job description with speed and accuracy.
Skills And Ability	Ability to organise and maintain structured filing and administrative systems.
Skills And Ability	Ability to work as a member of a team.
Skills And Ability	Ability to cope with high levels of pressure as they occur.
Experience	Previous experience as a personal secretary to a senior manager/elected member
Experience	A proven track record of meeting strict timescales and deadlines.
Qualification	A good standard of general education, including a qualification in English Language.
Qualification	Relevant secretarial qualifications e.g. RSA II Word processing or equivalent skills
Special Requirements	

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? No			
Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

Declaration			
Reviewed/Created By:	January 2020		
Job Title:	Personal Assistant - Members	Date:	July 2025