

Personal Assistant Job Description and Person Specification



JOB TITLE	Personal Assistant
RESPONSIBLE TO	Management Support Officer
RESPONSIBLE FOR	All resources deployed in management support
GRADE	SCP 19-25
LOCATION	Llantarnam Business Park, Cwmbran, SE Wales

JOB PURPOSE

1. Contribute to and support the effective and efficient running of the management support function, developing or adapting policies, procedures and practices to ensure efficient business processes underpins the support provided to managers and colleagues throughout Bron Afon.
2. Support and assist in the development of the management support function which provides a strategic and responsive administrative and business processing service to enable Bron Afon's Directors, the Board and Senior Officers to deliver on the commitments made to tenants and residents.
3. Develop effective recording and information management processes which guarantee good governance and accountability of Bron Afon to members, tenants, leaseholders and regulatory authorities.
4. Support the Management Support Officer to shape and drive organisational and cultural change to deliver Bron Afon's mission and values through the provision of a Management Support function which is open, inclusive and democratic in its approach.

KEY RESPONSIBILITIES

1. Implementing the Bron Afon Community Mutual Model

- 1.1. Support the development and deliver a management support function which effectively supports the development of the Bron Afon community mutual model, it's vision and values, working with tenants and residents to create sustainable communities where people want to live.
- 1.2. Undertake as directed key projects to support the achievement of business objectives for Bron Afon and the wider community.
- 1.3. Support the development of a customer focused approach where the Management Support service is open, fair and transparent, setting corporate standards which support the delivery of business excellence.

2. Management Information Services

- 2.1. Ensure the delivery of an excellent support service to the Chief Executives, Directors and Senior Managers, co-ordinating corporate and individual diaries, servicing Board and management meetings and providing personal assistance.
- 2.2. Provide a bespoke service which delivers advice and support to managers in respect of corporate standards, business and management information and processes and all aspects of general administration.
- 2.3. Develop and support the administration staff who assist in providing services to the senior management team
- 2.4. Support and assist the Management Support Officer to develop the management support function and its staff, providing cover for the Management Support Officer during periods of absence

3. Governance, Regulation and Conduct

- 3.1. Demonstrate the highest personal standards of integrity, conduct and values consistent with Bron Afon's vision and values.
- 3.2. Effectively maximise the use of all premises and ICT provision maintaining compliance with all data protection and data analysis requirements.
- 3.3. Promote and uphold Bron Afon's Code of Conduct, Equality and Diversity Policy and other key policies and procedures notably ensuring compliance to Health and Safety policies and practice across the service. .
- 3.4. Carry out such other duties and responsibilities consistent with those set out in the above job description and accept that this job description will be the subject of regular review.

Bron Afon Person Specification Personal Assistant

A=application, I= interview, p=probation

Criteria	Evidence required	Selection methodology		
		A	I	P
Qualifications, knowledge and understanding	Knowledge of business and office administration	X	X	
	Relevant word processing and/or typing qualification..e.g. ECDL, CLAIT, or equivalent	X		
Experience	Experience of office organisation and managing others workloads, including effective and efficient diary management	X	X	
	Experiencing of prioritising own workload in order to maximise time and resources available	X	X	
	Experience of delivering information management and business support services	X	X	
	Extensive experience of using information technology including word processing, spreadsheets, databases and power point	X	X	
	Experience of audio typing, minute taking and writing and preparing draft letter/reports	X	X	
Skills and Abilities	Proven ability to build positive relationships and effectively influence, advise and support people throughout the organisation and membership		X	
	Skilled communicator who can relate and engage with people at all levels within the organisation, with members of the public and external agencies		X	
	Ability to think laterally, using initiative to analyse/solve complex problems and make decisions working accurately to tight deadlines	X	X	
	Ability to develop and deliver corporate standards and information management systems		X	
	Ability to support and influence others and develop systems and processes that increase organisational efficiency		X	
Personal Qualities	A positive and enthusiastic individual who is self motivated inspires confidence and has excellent organisational skills		X	X
	Proven commitment to equality of opportunity and diversity of employment and service delivery		X	
	A forward planner who can think and plan ahead responding quickly to changing demands and conditions			X
	Persuasive and tenacious individual who identifies what needs to be done and can see projects through		X	X

	Team player who enjoys sharing and working with others	X	X	
	Flexibility to work outside of standard office hours		X	