



Job Description

Post Title:	Personal Assistant
Grade:	D
Responsible to:	Head of Business Services and Assurance
Location:	The Office of the Police and Crime Commissioner (Currently located at 3 Northgate Street, Warwick).
Date:	June 2021

Job purpose

To provide Personal Assistant services to specified officials and senior staff (the leadership) in the Office of the Police and Crime Commissioner (OPCC).

To ensure the smooth running of the office by a proactive approach to secretarial and administrative activities.

Main responsibilities

1. To manage complex diaries, prioritising meetings according to importance and urgency, taking into consideration the optimum use of the leadership's time. Ensure diary conflicts are dealt with appropriately. Ensure all required supporting documents and papers are available in advance.
2. To manage travel arrangements for the leadership, including booking travel, hotels, conferences, car parking arrangements etc.

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3. To provide support and facilitation for meetings and Boards including production and distribution of agendas and papers, taking and circulating minutes. Ensure meeting records represent an accurate account and include all relevant decisions, comments and issues.
4. To meet regularly with the leadership to ensure they are fully informed of ongoing matters, diary commitments and invitations. Ensure any information provided is well-interpreted in order for decisions/actions to be taken and outstanding issues to be dealt with effectively.
5. To research and analyse information and ensure comprehensive briefings are provided to leadership, working with others to actively support this.
6. To prioritise, re-route, draft and respond to correspondence and enquiries verbally or in writing on behalf of the leadership. To take appropriate action to decide with whom, and how, information is shared so that responses, drafts or briefings are provided to leadership in a timely manner.
7. To provide effective communication with internal and external contacts, ensuring that messages and relationships contribute positively to the leadership's reputation and credibility.
8. To manage confidential information with discretion, ensuring such information is safeguarded appropriately. Provide support to HR processes.
9. Organise and support events, conferences, meetings and briefings.
10. To receive internal and external visitors and ensure they are professionally and courteously treated during their visit. Liaise with appropriate departments to book facilities and refreshments as necessary.
11. To build and sustain effective relationships with external contacts, including other Councillors, MPs other OPCC offices, the force, the APCC, government departments, local, regional and national partner organisations.
12. To provide resilience to the OPCC administrative function to ensure a consistent standard of service is provided.
13. To undertake all routine and necessary administrative work including printing, photocopying, dictation, filing etc., to ensure the smooth and efficient running of the office including providing specific information for external publication (for example expenses, maintenance of Hospitality register).
14. To lead on specific projects and developments as appropriate to the role
15. Work closely with other colleagues to improve operational practices, effectiveness and efficiency.
16. Maintain professional awareness and horizon scan for future developments, with a commitment to own and organisational development

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17. Demonstrate a commitment to equality and diversity through actions and activities, using knowledge and tools to understand the impact of decisions on users.
18. Undertake any other duties as reasonably commensurate with role.

Special conditions

- Occasional travel across Warwickshire
- This role is politically restricted

Security level

- Recruitment Vetting
- CTC Vetting

Person specification

Knowledge

- Educated to A Level with GCSE (L2) English and Maths, or NVQ Business Administration L3 or equivalent by experience
- Understanding of the role of the PCC and the arrangements for governance of policing in the UK.
- Knowledge of information governance and security, such as the Data Protection Act 2018 (GDPR) and Freedom of Information Act 2001

Experience

- Experience in high level administrative services,
- Complex diary management
- Minute taking and facilitation of meetings
- Dealing with confidential information
- Organising meetings and events
- Record keeping and filing in accordance with information governance requirements
- Research and analytical skills (desirable)

Key Skills:

- Highly developed communication skills including written English
- Competent use of IT programmes, including Microsoft

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- Ability to analyse complex problems and provide clear and proactive solutions
- Ability to take initiative and prioritise workload, working to tight deadlines
- Attention to detail
- Ability to build relationships and negotiate with others
- Customer service skills with individuals at all levels

Behaviours: Practitioner

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- Resolute, compassionate and committed
- Inclusive, enabling and visionary leadership
- Intelligent, creative and informed policing

Under each competency are three levels that show what behaviours will look like in practice.

This role requires the post holder to be operating at or working towards **Level 1** of the CVF.