

Kent County Council

Job Description: *Directorate Personal Assistant*

Directorate:	Adult Social Care and Health
Unit/Section:	Business Support Service
Grade:	KSE
Responsible to:	Senior Business Support Lead / Line Manager

Purpose of the Job:

Provide a proactive, comprehensive and coordinated personal assistant service to the Directorate/Division, providing efficient support to enable Senior Managers to discharge their duties effectively in a fast paced, changing environment.

Main duties and responsibilities:

- Complex diary management, arranging and facilitating appointments to ensure attendance at meetings and events is managed effectively. Discretion and initiative will be required in prioritising appointment requests ensuring appropriate prioritisation, problem solving to adjust diary commitments as required.
- Deal with extensive volumes of highly sensitive data with complete confidentiality. Manage all correspondence and communication to ensure appropriate responses are made within acceptable timescales. Resolving queries directly where possible or drafting a response for approval where appropriate; escalating or passing to the correct staff member for a factual response, using judgement for when to return to drafter for revision.
- Produce accurate and timely minutes of meetings when required, recording actions and decisions, ensuring supporting papers are distributed within agreed timescales and actions are tracked and completed through the appropriate information flow between Members, KCC Officers, management teams and external bodies as necessary, prioritising and feeding back information promptly for decision and resolution.
- Research, coordinate and analyse data, proactively following up individual responses with relevant stakeholders relating to specific issues on behalf of senior managers to ensure reporting to management teams, Cabinet or Committees is prepared and submitted within agreed timescales.
- Act as first point of contact taking appropriate action in relation to enquires from Members, KCC Officers, senior management, Government officials and other stakeholders to ensure queries are dealt with professionally and within acceptable timescales.

- Plan, organise and coordinate internal and external meetings, involving external agencies and speakers, preparing itineraries and agendas, undertaking research where required ensuring all administrative aspects are in place.
- Oversee the development of a range of office and administrative systems, including database and filing systems to ensure files remain up to date to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
- Monitor initiatives and projects in which the Director is involved to ensure that progress is maintained, and all relevant action is taken. Researching and collating factual information where appropriate to the role.
- Assist with the complaints process, undertaking basic formatting and accuracy checks to support responses to ensure statutory and KCC timescales are adhered to. Act as a point of contact for freedom of information and subject access requests/queries and monitoring responses.
- Oversee and assist with the administration of financial systems relating to expenditure and income e.g. processing invoices and monitoring expenditure.
- Undertake supervision to members of the business support team (in conjunction with service requirements), including staff inductions. Support staff development through training opportunities, promoting and devising personal development plans for continued professional development.
- Support with personnel matters, including but not limited to monitoring of annual leave, sickness absence, self-service requests and recruitment.
- Support and contribute to a range of continuous improvement initiatives, including ad-hoc pieces of work and longer-term projects to meet the changing business needs, responding positively to alternative and improved new methods of working.
- Staff can work flexibly across to cover other Teams, Services, Divisions and the wider ASCH service to meet changing business need, providing additional resource when required.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Directorate Personal Assistant*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to GCSE level or equivalent and/or secretarial / business administration qualification Level 3 Diploma.
EXPERIENCE	<ul style="list-style-type: none">• Experience of reporting mechanisms.• Experience of working to a senior manager.• Experience of supervising.• Experience of drafting reports and correspondence.• Experience of business administration and time management skills.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Report writing skills and ability to take accurate notes and draft correspondence.• Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs and external contacts.• Supervisory skills.• Computer literacy – ability to develop and produce a range of documents and reports, including non-standard reports, use of Outlook, Word, Excel, MS Teams/Zoom and database functions.• Ability to undertake investigation, research and analysis of data.• Ability to organise own workload and that of others to achieve a range of deadlines, balancing constantly changing priorities.• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the relevant managers.• Ability to be assertive and deal with difficult situations and people using professional courage.• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc.• Commitment to equalities and the promotion of diversity in all aspects of working.• A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability.
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of KCC's constitution and decision-making procedures.• Knowledge of KCC's Committee processes.• Knowledge of KCC's organisation, structure and Services.• Awareness of Governance processes.• Knowledge of the County's Record Retention Policy and Freedom of Information protocols.• Knowledge of a range of IT systems.• Awareness of Data Protection and confidentiality issues.

KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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