

Kent County Council

Job Description: PA to Director - Education and SEND

Directorate:	Children, Young People and Education
Unit/Section:	Education and SEND
Location:	Sessions House, Maidstone
Grade:	KR6
Responsible to:	Executive Support Assistant to the Director of Education and SEND

Purpose of the Job:

Provide an effective and coordinated personal assistant service to the Director of Education and SEND to support them to deliver their duties within this high-level and pressurised environment.

Main duties and responsibilities:

- Manage, organise, and facilitate complex diary appointments for the Director to ensure attendance at meetings is managed effectively and agendas, minutes, briefings etc. are available. Assess and prioritise appointment requests using discretion and initiative to ensure appropriate prioritization, including during busy periods. To judge and adjust diary commitments as required without necessarily referring back to the Director.
- Deal with extensive volumes of highly sensitive data with complete confidentiality. Manage all correspondence, both hard copy and electronic, and incoming telephone calls to ensure appropriate responses are made within acceptable timescales. Ensure correspondence is dealt with fittingly, either by resolving directly where possible via the drafting of a response; escalation as appropriate and passing to the correct contact for an apt and factual response. Ensure responses are tracked to completion within the expected standard and timescale and judge when to return to drafter for revision.
- Take minutes of meetings as and when required ensuring follow up actions are completed, linking with internal and external contacts as appropriate ensuring the prompt and correct flow of information between KCC officers, Members, and external bodies as necessary, prioritising and feeding back information promptly for decision/resolution.
- Make sure that papers and minutes are distributed within agreed timescales in order to link in with other senior management team meetings and corporate deadlines.
- Technological support when required including organise equipment for presentations at meetings.

- Support and take appropriate action in relation to queries for Members, Senior Officers, Government officials and others to ensure enquiries are dealt with effectively and in a professional manner.
- Devise and oversee a range of administrative tracking systems, including monitoring all initiatives and projects in which the Director is involved, correspondence, complaints, and arrangements for consultants, to ensure that progress is maintained on behalf of the Director where possible and that all relevant action is taken as necessary.
- Provide additional resource to the operational functions as required, such as the PIAS service.

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: PA to Director of Education Planning and Access

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 or• Secretarial/Business Administration qualification at NVQ Level 3
EXPERIENCE	<ul style="list-style-type: none">• Proven experience of working for a senior manager in a Local Authority setting• Experience of drafting reports and correspondence
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.• Computer literacy – ability to develop and produce a range of documents and reports, including non-standard reports, use of Word, Excel, 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 managers concerned.• Ability to be assertive and deal with difficult situations and people using professional courage.
KNOWLEDGE	<ul style="list-style-type: none">• Detailed knowledge of KCC's constitution and decision-making procedures• Detailed knowledge of KCC's Committee processes• Detailed 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 including Share Point• 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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile.

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all.

Working Together - building and delivering for the best interests of Kent.

Empowering - Our people take accountability for their decisions and actions.

Externally Focused - Residents, families and communities at the heart of decision making