

Kent County Council

Job Description: PA to Assistant Director, Disabled Children & Disabled Young People's Service

Directorate:	Children, Young People and Education
Unit/Section:	LDCYP
Grade:	KR6
Responsible to:	Line Manager

Purpose of the Job:

Provide effective and comprehensive PA support to the Assistant Director through robust diary and inbox management, forward planning of meetings, the management of all associated administration and the implementation of efficient processes and procedures to improve the level of support provided to the Assistant Director (AD) and Senior Management Team.

Main duties and responsibilities:

1. To provide comprehensive personal assistance to the AD, including diary and inbox management, reviewing all correspondence, highlighting and managing feedback and tracking replies. Regularly monitor inbox content to ensure all outstanding actions are brought to the AD notice within timescale.
2. To ensure that the AD has a copy of the agenda and supporting paperwork, including details of the location of the meeting in advance of all forthcoming meetings and is made aware of any outstanding actions allocated against their name in a timely manner as well as the actions of others for meeting chaired by the AD.
3. To act as first point of contact on behalf of the AD and take appropriate action in relation to queries from Members of the County Council, Corporate Director, multi-agency partners and others to ensure that these queries are dealt with effectively and in a professional manner.
4. To plan, organise and co-ordinate internal and external meetings, including large gatherings, booking venues, preparing agendas and minuting when required, ensuring that the whole process runs smoothly and within budget and that every administrative aspect is covered.
5. To continually look at ways to improve and develop all office systems, ensuring that files are constantly updated and that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, GDPR and Freedom of Information Protocols.
6. To work flexibly as part of an administration team supporting the AD and Senior Management Team contributing to a seamless cover of all duties and requirements.

7. To use KCC's internal budgetary systems, to raise orders and process invoices for spend on the director's strategic and improvement budgets, ensuring that an accurate record of all commitments is logged.
8. To quality assure letters and correspondence received from the Complaints Team which are to be sent out by the AD prior to passing to the director for approval, keeping an accurate log of all such cases and tracking to ensure they are dealt with within minimum statutory timescales.

Footnote: This job description is provided to assist the job holder to know what his/her 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 the Assistant Director Disabled Children & Disabled Young People's Service

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	Educated to GCSE level or equivalent or NVQ2 in Administration or equivalent Willingness to work towards NVQ3 if required
EXPERIENCE	<ul style="list-style-type: none">• Experience of working for to a senior manager in local Government• Experience of drafting reports and correspondence
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Report-writing skills and ability to draft correspondence• Ability to undertake training and recruitment• Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs, MEPs and external contracts• Computer literacy – ability to produce a range of documents and reports, including non-standard reports, using Microsoft Office package, Excel spreadsheet and database functions• Ability to undertake research and analyse data• Diary and time management skills• Ability to organise own workload and that of others to achieve a range of deadlines• Ability to balance constantly changing priorities• Ability to work within a climate of change• Ability to take a proactive approach• Ability to develop, monitor and maintain effective computerised and manual systems and to suggest improvements• Ability to investigate complex queries and anomalies when required• Ability to take accurate notes and minutes of meetings• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned• Co-ordination skills when arranging meetings and appointments and arranging client care arrangements when required• 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
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of the services provided by Kent Social Care, Health and Wellbeing and detailed knowledge of services provided by the team• Knowledge of the County's Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol• Knowledge of a range of IT systems• Knowledge of computerised and manual filing systems

	<ul style="list-style-type: none"> • Awareness of new initiatives, policy changes and the impact of any restructuring within the Directorate • Awareness of Data Protection and confidentiality issues • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety
BEHAVIOURS AND KENT VALUES	<ul style="list-style-type: none"> • Able to deal confidently with people at all levels, including the ability to manage difficult telephone conversations • Works well under pressure • Able to manage information in a sensitive manner, ensuring confidentiality when required • Has a 'can do' attitude, be positive, deal with things here and now • Understands the priorities and work within the agreed timescales • Ensures that you knowledge and skills are kept up to date <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.