

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

Purpose of the Job:

Provide an effective and coordinated personal assistant service to the Director of Education and SEN to support and ensure delivery of their duties in a high level and fast paced environment.

Main duties and responsibilities:

- Complex diary management, arranging and facilitating appointments for the Director to ensure attendance at meetings and events is managed effectively and agendas, minutes, briefings, supporting papers etc. are readily available in advance of meetings taking place. Prioritise and assess appointment requests using discretion and initiative to ensure appropriate prioritisation, including during busy periods prioritising the Director's time, judge and adjust diary commitments as required without referring back to the Director wherever possible.
- Deal with extensive volumes of highly sensitive data with complete confidentiality. Manage all correspondence, both hard copy incoming post, electronic and telephone calls to ensure appropriate responses are made within acceptable timescales. Ensure correspondence is dealt with appropriately, resolving directly where possible or drafting of a response; escalation as appropriate and passing to the correct contact for an appropriate 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 when required ensuring following up on actions to ensure completion, 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.
- Ensure sure that papers and minutes are distributed within agreed timescales in order to link in with other senior management team meetings and corporate deadlines.
- Provide technological support when required, including organizing 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.
- Work in collaboration with the wider Business Support Team, providing additional resource to the operational functions as required.

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.

Kent County Council

Person Specification: PA to Director of Education and SEND

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, 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 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 <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> <p><u>KCC Values</u></p> <ul style="list-style-type: none"> • Act with integrity, honesty and transparency • Be flexible to work in new ways • Be willing to learn • Treat people fairly and with respect • Work collaboratively to find new solutions • Open to challenge • Take personal and professional responsibility for your actions and performance • Can do approach
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