
Directorate:	Children, Young People and Education
Unit/Section:	SEND Directors Office
Grade:	KR6
Responsible to:	Executive Support to Director SEND

Purpose of the Job:

Provide effective and comprehensive PA support to the Assistant Director through: robust diary and inbox management; the 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).

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 have 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.
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 coordinate 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; contributing to a seamless cover of all duties and requirements.
7. To use KCC's internal budgetary system, i-proc, 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 on the relevant spreadsheets.

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.

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"> • Level 2 or level 3 Diploma or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working directly for a Senior manager/director in a PA or similar role • Office administration experience
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent interpersonal, organisational and prioritisation skills, and the ability to display professionalism and courtesy when dealing with all levels of staff, elected members, MPs, MEPs and external contracts • Computer and systems literacy – ability to develop, monitor and maintain effective systems to produce a range of documents and reports and to manage diaries using MS Office packages including Word, Outlook, Excel and PowerPoint • Ability to take accurate minutes of meetings and maintain an action log • Ability to organise and prioritise workload to achieve deadlines • Ability to travel across Kent in a timely and flexible manner at various times of the day to support meetings 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"> • Awareness of the services provided by Integrated Children's Services • Knowledge of a range of IT systems • Awareness of GDPR and confidentiality requirements • 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

	<ul style="list-style-type: none">• 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
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