

Kent County Council

Job Description: *PA to Head of Service*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways and Transportation
Grade:	KSE
Responsible to:	TSO Team Leader

Purpose of the Job:

Provide a comprehensive, co-ordinated and proactive PA to The Heads of Service (HoS): the Head of Highway Operations, Head of Highway Assets, the Head of Transportation and the Head of Public Transport to enable them to carry out their responsibilities effectively. Collectively this team is known as the Divisional Leadership Team (DivLT). Deputise for TSO Team Leader and provide cover support to the Director of Highways and Transportation (H&T).

Main duties and responsibilities:

- Provide full and appropriate PA to Heads of Service support to assist in the effective delivery of their roles and responsibilities on behalf of H&T.
- Manage and organise complex diary appointments. Including in busy periods prioritising the Director's time, judging and adjusting diary commitments as required without necessarily referring to the HoS.
- Assist with the preparation for meetings for all DivLT members, including agenda creation, preparation and circulation of all paperwork in advance, minute-taking, recording actions and decisions, circulation of completed minutes and ensuring follow up actions are completed.
- Prepare and submit a pre-meeting pack for all meetings to be attended by the Heads of Service in advance to ensure full briefing prior to each meeting.
- Manage and monitor the Heads of Service Outlook diaries and emails especially in their absence. Highlighting key actions, ensuring appropriate prioritisation of incoming requests and enquiries, taking full ownership and accountability on issues, where appropriate, to the point of completion.
- Liaise with external and internal stakeholders including Members, Parishes, Police, other Local Authorities, Chief Executives, Divisional Leadership Structure, other Heads of Service, other Directorates, other PA's and Principal Officers in a professional and courteous manner, cultivating positive working relationships and ensuring enquiries are dealt with effectively and in a professional manner to promote H&T.
- Ensure a comprehensive PA to the Heads of Service in respect of Divisional events and meetings that the Heads of Service hosts/chairs including booking

venues, hospitality, effective forward planning, setting dates and booking resources, liaison with attendees, agenda planning, preparation/collation and distribution of all required information in a timely manner, provide minute taking as required.

- Manage the Heads of Service inbox, identifying urgent or critical emails, logging appropriate emails on iCasework where action is required, managing telephone calls and on own initiative managing an effective system to ensure items are actioned in a timely and appropriate way taking full ownership and accountability on issues, where appropriate, to the point of completion.
- Undertake routine administration including preparing confidential letters, reports, meeting papers and other documents using appropriate IT skills and maintaining of effective digital and where necessary hard copy filing systems. Delegating to other business support staff where necessary.
- To work as part of the wider Highways & Transportation to drive performance through H&T where there are peak demands in other areas of the team.
- To maintain high levels of confidentiality and discretion, acting with tact and diplomacy at all times.
- To undertake other related duties, proportionate with the role, that may be required to provide an effective support function for the Director, Heads of Service and the TSO Team Leader.

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 Head of 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	<ul style="list-style-type: none"> Level 3 English and Maths (GCSE A-C or equivalent)
EXPERIENCE	<ul style="list-style-type: none"> Experience of working in an administration/PA or Senior Support role. Experience in a similar PA or senior business support role. Experience and proficient in the use of computer office applications particularly Microsoft Office 365 applications. Experience of liaising with Members, senior officers and external agencies. Experience of working with a range of contacts at all levels by phone, post, electronic mail, MS Teams/Zoom and in person
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent interpersonal skills, both oral and written. Excellent written and verbal communication skills, including minute taking. Ability to remain resilient under pressure, prioritise competing demands and work to tight deadlines. High level of motivation and initiative. Ability to liaise effectively with colleagues and members of external groups. Confidence in signposting requests to alternative contacts or delegating tasks to others. Willingness to work long/flexible hours on occasion as per business demands. Ability to manage confidential information with sensitivity.
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge and understanding of local government and the role of a county council.
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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