

Directorate:	Growth, Environment & Transport
Unit/Section:	G&C Business Support Team
Grade:	KR6
Responsible to:	Director for Growth & Communities

Purpose of the Job:

To provide a comprehensive and proactive PA service to the Director of Growth & Communities (G&C) and support to the G&C Divisional Management Team (DivMT).

Main duties and responsibilities:

- To ensure that the Director for G&C is provided with full and appropriate PA support to assist them in effective delivery of their role, the main tasks being to:
- Manage the Director's inbox, identifying urgent or critical emails, and on own initiative managing an effective system to ensure items are actioned in a timely and appropriate way
- Maintain an effective diary, assist with preparing for meetings and operate an effective bring forward system for relevant digital items
- Monitor and prioritise requests for the Director's time, by using own initiative, deal with routine matters directly or arrange for the appropriate officers to respond according to their nature, sensitivity and urgency.
- Liaise with external and internal contacts including Members of Parliament, Members, Police, Other Local Authorities, Chief Executives, Heads of Service, Other Directorates and Principal Officers in a professional and courteous manner ensuring a high level of customer service is achieved.
- Ensure a comprehensive PA service in respect of Divisional events and meetings that the Director hosts/chairs including; 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.
- Maintain a close working relationship with the G&C DivMT, Growth, Environment and Transport Directorate Management Team (GET DMT) and PAs; the Corporate Director's Office, G&C Business Support staff, and the Leader's Office

- To maintain high levels of confidentiality and discretion on behalf of the Director, G&C DivMT and Members, acting with tact and diplomacy at all times
- 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 be proactive in cultivating positive working relationships with all customers, using the opportunity to promote the services within Growth & Communities.
- To undertake other related duties, proportionate with the role, that may be required to provide an effective business support function for the G&C Division.

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: Personal Assistant to Director of Growth & Communities

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"> • GCSEs A – C grade including English and Maths or equivalent • NVQ Level 3 in business administration or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • 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 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
BEHAVIOURS AND KENT VALUES	<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

	<p>to all</p> <ul style="list-style-type: none">• We are strong together by sharing knowledge• We are all responsible for the difference we make• Compassionate & inclusive• Working together – building and delivering for the best interests of KCC• Externally focused – residents, families and communities at the heart of decision making• Flexible/agile – willing to take (calculated) risks• Empowering – our people take accountability for their decisions and actions• Curious – constantly learning and evolving
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