

Job Specification

Job title:	Personal Assistant
Service:	Customer Services - Senior Management Support Team
Grade:	G6
Reporting to:	Assistant Business Partner - Senior Management Support Team

Your job

The Senior Management Support Team is part of the wider Customer Service Team, providing support to the Senior Management Team (SMT) to deliver The Deal to everyone who lives or works here to create a better Borough. The Senior Management Support team work closely with colleagues across the organisation, residents and communities in the Borough and partners across Greater Manchester and further afield. As a Personal Assistant, you will provide a pro-active, comprehensive, high quality and confidential administrative support service to the Senior Management Team (SMT).

In this job you will

On an on-going basis you will:

- ◆ Provide and maintain a professional and high quality personal and administrative support service to all SMT members.
- ◆ Forward plan to provide a support service that is future proofed against business needs and organisational changes, including operating methodologies and technological developments that assist SMT achieve their objectives.
- ◆ Support SMT effectively through complex, demanding diary and email management, including work scheduling, appointments, prioritising activities and travel and accommodation arrangements.
- ◆ Co-ordinate clerical and administrative support services including minute taking, agenda preparation, distribution of papers, follow-up actions and other associated duties across all directorates/services.
- ◆ Evaluate administrative and secretarial procedures and information systems to implement continuous improvements and develop effective working practices to ensure optimum efficiency and effective use of resources.
- ◆ Act as first point of contact for SMT.
- ◆ Analyse and interpret information/data and prepare responses on behalf of senior officers or elected members.
- ◆ Assist in the research, preparation and delivery of presentations/briefing sessions.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will need

You must be able to demonstrate the following essential requirements:

- ◆ An Executive PA Certificate or other relevant qualification or be able to demonstrate a similar level of knowledge, skills and experience.

- ◆ Extensive experience of email and diary management as well as prioritising multiple responsibilities to a deadline.
- ◆ Excellent communication and customer care skills.
- ◆ Advanced IT skills with competent knowledge and experience using Microsoft Office.
- ◆ The ability to maintain confidentiality and manage sensitive information/data in line with legislation and procedure.
- ◆ A high level of organisational skills with an outstanding attention to detail and right first time approach to tasks.
- ◆ A professional and assertive manner with a high level of interpersonal and influencing skills.
- ◆ An ability to work with partners and colleagues and constructively challenge where appropriate to do so.
- ◆ The ability to operate within a fast paced environment and demonstrate resilience, confidence and integrity.
- ◆ A flexible approach and be a strong team player.
- ◆ Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Staff Deal

Wigan
Council

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Signed

Donna Hall CBE, Chief Executive

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough

Signed

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