1. MAIN PURPOSE
   • To provide support to the PA in the provision of an efficient and effective executive support service for the Assistant Directors.
   • To support development and management of the administrative systems including co-ordination of departmental, partnership and committee reports and processes.

2. MAIN DUTIES AND RESPONSIBILITIES
   Secretarial
   • To support the provision of a proactive and confidential secretarial and administrative support service to the Assistant Director and, where time and priorities allow, heads of service within the department.
   • To coordinate diaries and arrange appointments so as to utilise time to best advantage.
   • To support the scheduling, organisation and servicing of meetings including preparing agendas, scheduling and collating reports, taking accurate notes or minutes, managing a forward plan of agenda items,
maintaining an action log and ensuring effective follow up action. Make bookings for venue, refreshments, equipment and scheduling people to attend.

- To support production of quality documents and reports by ensuring a consistent format and presentation is maintained.

- To monitor correspondence, ensuring the timely provision of written replies on behalf of the Assistant Director / Director or Heads of Service where required and take follow-up action where appropriate, redirecting if necessary.

- To operate a bring-forward system for the Assistant Director / Management Team and ensure ready access to all relevant papers and supporting documentation for meetings, interviews, etc. Alert the Assistant Director where there are areas for concern or urgent action.

- To receive telephone calls and personal callers on behalf of the Assistant Director, respond to enquiries where possible or refer the enquiry if appropriate.

- To maintain efficient, effective and confidential electronic and paper filling systems.

Departmental Systems

- To implement Departmental administrative policies and procedures.

- To liaise and work in close co-operation with Heads of Service, managers and support staff as required.

- To assist in the operational implementation of new processes resulting from policy development.

Budgets

- To support the Assistant Director and other Departmental budget holders by ensuring dissemination of up to date and accurate budget information for discussion at divisional senior leadership team meetings.

- To input invoices on to E5 and other corporate systems as required.

General

- To carry out all duties and responsibilities in accordance with the Council’s procedures on Equal Opportunities and Customer Care policies and procedures and are trained in their implementation where necessary.

- To monitor the implementation of Health and Safety procedures and to raise any concerns or suggestions for revision with the Head of Service, supporting preparation of reports for the Assistant Director as required.

- To input data on relevant IT systems in an accurate and timely basis and to be aware both of the performance indicators this data
contributes to and of the department’s and council’s Performance Management Framework and Data Quality Strategy.

- To participate in and service departmental, corporate, cross-departmental or multi-agency working groups as required.
- To undertake any other duties as required by the Assistant Director or Head of Service as appropriate to the grading of the post as required by management.
- To carry out all duties and responsibilities in accordance with the Council’s procedures on Equal Opportunities and Customer Care policies and procedures and are trained in their implementation where necessary.

Prior to completion of the apprenticeship it would be expected that the following duties can be undertaken

**Secretarial**

- To deal with correspondence, drafting or coordinating written replies on behalf of the Assistant Director / Director or Heads of Service where required and take follow-up action where appropriate, redirecting if necessary.
- To produce quality documents and reports ensuring consistent format and a high standard of accuracy and presentation is maintained.
- To take responsibility for the scheduling, organisation and servicing of defined meetings including preparing agendas, scheduling and collating reports, taking accurate notes or minutes, managing a forward plan of agenda items, maintaining an action log and ensuring effective follow up action. Make bookings for venue, refreshments, equipment and scheduling people to attend.

**Departmental Systems**

- To assist with developing, implementing and reviewing Departmental administrative policies and procedures.
- To liaise and work in close co-operation with Heads of Service, managers and support staff as required.
- To assist in the operational implementation of new processes resulting from policy development, including supporting the development and production of appropriate process documentation and guidance.
- To support the co-ordination and timely progression of the Department’s input into relevant agenda and minutes for decision-making bodies, committees, subsidiary bodies and other bodies of the Council and partnerships through which the Department operates as necessary.
- To maintain the Department’s records in relation to Member Enquiries, FOIs and complaints, tracking progress and prompting timely completion and sign-off.
Budgets

- To support the Assistant Director and other Departmental budget holders in maintaining up to date and accurate budget information.

- To support management of the Department’s supplies and service budgets, by applying cost centre management and providing required reports as necessary, highlighting any discrepancies within the budget.

- To collate financial information to support budget managers and the Departmental Finance Officer.

General

- To ensure that duties are undertaken with due regard to and compliance with the General Data Protection Regulations (GDPR) and other related legislation.

- To monitor the implementation of Health and Safety procedures and to raise any concerns or suggestions for revision with the Assistant Director.

- To input data on relevant IT systems on an accurate and timely basis and to be aware both of the performance indicators this data contributes to and of the department’s and council’s Data Quality strategy.

- To carry out research and other project related activities as required by the Assistant Director or Head of Service.
LONDON BOROUGH OF MERTON
Children, Schools and Families Department
PERSON SPECIFICATION

POST TITLE: Apprentice Personal Assistant
Grade: Apprentice Level 3 Date: July 2018

1. Knowledge
   - A sound working knowledge of Microsoft Office and other computer software.

2. Skills
   - Ability to be adaptable and flexible.
   - Able to recognise confidentiality / sensitivity issues as they arise and maintain absolute confidentiality when required.
   - Able to understand the possible significance and consequences of advice given and have the ability to use appropriate judgement in deciding whether to handle the issues or to seek guidance.
   - Ability to take a flexible approach to work issues and to plan and prioritise work to meet tight deadlines with regard to both team and individual tasks and maintaining quality standards.
   - Able to plan, organise, coordinate and administer partnership meeting arrangements, effectively liaising with stakeholders and ensuring preparation and distribution of all relevant papers.
   - Basic secretarial skills and good in the use of IT.
   - Able to understand how to manage diaries and associated arrangements.
   - Able to organise routine office duties and procedures.
• Able to keep up to date on departmental and corporate developments and important internal and external issues and to use the information selectively and appropriately.

• Able to communicate effectively with individuals at all levels within and outside the organisation both face to face and over the telephone.

• Ability to demonstrate tact and diplomacy but to take a firm line when necessary and work as part of an effective team.

• Effective writing skills, to include drafting some correspondence on behalf of the Assistant Director.

• Able to draft correspondence, reports, notes / minutes, and other documents.

• Able to provide day-to-day advice and assistance as a key contact for internal and external customers, many at senior level.

• Able to work under direction to deliver the tasks.

By the end of the apprenticeship we would expect the following skills to also be evident

• Strong secretarial skills particularly in the use of IT.

• Able to work under pressure and manage a demanding workload.

• Able to provide logical solutions to problems through independent working where appropriate.

• Able to communicate effectively with individuals at all levels within and outside the organisation both face to face and over the telephone.

• Ability to demonstrate tact and diplomacy with colleagues and managers.

• Good writing skills, to include some correspondence on behalf of the Assistant Director.

• Able to draft correspondence, reports, notes / minutes, and other documents.

• Able to work on own initiative.

3. Experience

• Some working experience in a secretarial or personal assistant role, or demonstrated aptitude and ability to undertake this type of role.