

## Norfolk & Suffolk CRC

### Job Description

<b>Job Title:</b>	Personal Assistant to Deputy Director
<b>Grade:</b>	Band 3
<b>Location:</b>	Hubbard House, Civic Drive, Ipswich
<b>Responsible to:</b>	Executive Assistant to CRC Director
<b>Liaison with:</b>	CRC managers and staff Sodexo JS Executive and Senior Managers NPS/HMPPS/MOJ Other CRCs Statutory and voluntary organisations Norfolk County Council Suffolk County Council PCCs Supporting Agencies & Partners Members of the Public Service Users Internal and External Auditors

### Main purpose of job:

To provide a comprehensive and confidential Personal Assistant service to designated Deputy Director (DD) and provide cover PA assistance to the CRC Director when required.

### CORE DUTIES

1. Manage DD diaries, taking initiative to resolve conflicting demands and ensure meetings are effectively co-ordinated with relevant documentation provided. Arrange meetings / appointments and manage and maintain a comprehensive and up to date electronic diary for DDs.
2. Manage DD mail, including prioritising items, acknowledging invitations and requests, noting due dates, ensuring follow up and action.
3. Organise, support and minute internal and external meetings, including liaison with the Authority, key stakeholders, partners and the SLT, ensuring required supporting arrangements are in place and documents are produced and distributed in a timely manner and to a professional standard. Produce action logs and follow up with action owners.
4. Respond to correspondence and telephone calls as required, using own initiative to reply or obtain further information for DDs, dealing with requests and issues as appropriate, acting as a gatekeeper for DD's time as appropriate.

5. Manage travel and accommodation requirements.
6. Develop positive relationships with managers, stakeholders and partners.
7. Undertake projects, monitor and report on performance or contract issues on behalf of the DD.
8. Contact / liaise / respond to key stakeholders and partners - NPS/HMPPS/MOJ, other CRCs, statutory and voluntary organisations as required.
9. Develop and implement administrative systems to support business as required.
10. Maintain filing systems, including those of a confidential nature, in a timely manner to ensure all working files are up to date and prompt and efficient retrieval of information can be achieved.
11. Take responsibility for a wide range of delegated tasks including the maintenance and updating of key documents, registers, databases etc
12. Monitor incoming post, paperwork, movement of files and preparation and dispatch of routine papers or correspondence for DDs and maintain efficient filing systems.
13. Ensure all activities are conducted with confidentiality and, respect at all times.
14. Use IT and equipment appropriately and in accordance with Essex CRC policies including; Maintain and input data / statistics into electronic databases e.g. production and reproduction of documents, copy typing for the production of complex text, statistical and other reports, charts, and responding to routine correspondence etc.
15. Contribute to administrative processes for Business Support function, providing cover assistance if required.
16. To participate in the supervision and appraisal process with the line manager, and in on-going training and development events in order to develop practice and skills. Attend team briefings and team meetings.
17. Carry out DS and DBS disclosure checks for new starters as requested by managers.

## KEY COMPETENCES

### **Equality and diversity**

Demonstrates behaviour appropriate to the promotion of equality and valuing of diversity,  
Recognises and responds appropriately to the differing needs of others,  
Challenges behaviours and practices that are discriminatory, exclusive, unequal or unfair.

### **Maintain and develop your own knowledge, skills and competence**

Gather feedback in order to assess own knowledge, skills and competence,  
Identify and record development needs and actions on Ingenium.  
Evaluate outcomes and benefits of training and development.

### **Contribute to the quality of team working**

Build and maintain good relationships within the team,  
Understand and support the goals and objectives of others,  
Contribute to the development of team working.

### **Develop and sustain effective working with staff from other agencies**

Interact with people in other agencies and share information in ways which are consistent with the policies and procedures of Essex CRC,  
Develop and sustain effective working relationships and effectively communicate with other agencies,  
Seek appropriate support when problems arise in working effectively with staff in other agencies,  
Ensure clear lines of accountability, which are central to achieving a joined up provision of services which effectively protect the public and reduce reoffending.

### **Communicate effectively with people maintaining the security of information**

Effectively communicate in a way that promotes engagement and compliance,  
Engage and communicate appropriately and effectively with a range of stakeholders; verbally, non-verbally and in written form,  
Communicate at all levels in a clear, concise and credible manner,  
Use different methods of communication to meet the different needs of people,  
Overcome barriers to effective communication,  
Convey complex and difficult information in an easy to understand and effective manner,  
Demonstrate taking appropriate precautions and controls when communicating confidential and/or sensitive information  
Maintain security of information.