

## JOB DESCRIPTION

<b>Job Title:</b>	Personal Assistant to Deputy Directors
<b>Grade:</b>	Band 3
<b>Location:</b>	Head Office
<b>Responsible to:</b>	Business Manager 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 Essex County Council, Thurrock, Southend Essex Police and OPCC 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 DDs, . 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 COMPETENCIES**

### **Growth, client and customer satisfaction**

Anticipates, recognises and responds to client and customer expectations and needs, and tailors solutions accordingly.

Builds trust and support of others by ensuring comms are timely, accurate and honest.

Sets up systems or follows processes to track and monitor achievement of Service Level Measures.

Takes pride in providing services which improve quality of life services and promote the CRC and Sodexo brands.

### **Rigorous management of results**

Understands and works to achieve SMART objectives.

Prepared to go the extra mile.

Keeps up to date with business performance.

Makes time to learn about and grow understanding of the key financial drivers of the business.

### **Leadership and People Management**

Treats others with respect and dignity and demonstrates sensitivity for the values, views and needs of others.

Promotes and values a diverse workforce.

Works effectively as part of a team.

Actively encourages commitment from team members.

### **Innovation and change**

Is able to think on their feet, deal with challenging situations, take responsibility for problems as they arise and act decisively.

Respond to feedback in a proactive manner.

Communicates effectively both verbally and in writing, ensuring sensitive decisions are delivered in an appropriate way.

Shows interest in others and takes time to establish relationships with them.

Actively supports change and helps create an environment which is receptive to change.

### **Brand Notoriety**

Understands the vision for the CRC and Sodexo brand.

Supports CRC and Sodexo community or charitable initiatives.

Reinforces the visibility of the brands.

Takes appropriate actions to protect the CRC and Sodexo brands.