**Job Profile comprising Job Description and Person Specification**

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|  **Job Title:** PA to the Leader - Wandsworth  | **Grade**: PO1  |
| **Section:** Leader’s Office | **Directorate:** Chief Executives Group |
| **Responsible to following manager:**Head of Leader’s Office | **Responsible for:**N/A  |
| **Post Number/s:**RWC0145 | **Last review date:** August 2022 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To be responsible for providing effective, efficient and comprehensive executive support to the Leader of the Council (Wandsworth). This includes providing non-political administrative and secretarial support, inbox and diary management, and facilitating effective relationships across the Council.

To be a “first point of contact”, promoting a positive image of Wandsworth Council.

To work closely with the Cabinet Support and Policy Officers in their work to support Wandsworth’s Cabinet Members deliver their priorities.

**Specific Duties and Responsibilities**

**Provides dedicated Executive Support to the Wandsworth Council Leader which includes:**

1. Provides an effective, efficient, and comprehensive high-level executive support service to the Leader with due regard to the sensitive nature of the work and within time limits set by the needs of the Leader’s Office. This includes:
	* providing administrative and secretarial support
	* providing inbox and diary management
	* providing administration and organisation of all casework and correspondence
	* ensuring the Leader is well briefed before all meetings, events and visits
	* facilitating effective relationships across the Council.
2. As “first point of contact”, provides a professional and customer focussed entry point to the Leader that is friendly, welcoming, calm, and discreet; ensures that all contacts, however made (e.g., by telephone, letter, email or in person) are logged/acknowledged and receive an appropriate and timely response.
3. Prioritises effectively and supports the Leader to manage their time and diary effectively.
4. Provides drafts and authors direct correspondence on behalf of Leader to a consistent high standard with due regards to confidentiality and sensitivity.
5. Oversees the processing of casework, providing direct casework support when required and liaising closely with departments across the Council to seek to resolve resident enquiries.
6. Maintains databases of the Leader’s contacts; maintains a secure filing system (paper and electronic) for the Leader’s documents.
7. Arranges meetings; sends invitations and reminders; organises rooms and refreshments; coordinates and distributes agendas and minutes; plans ahead to anticipate practical requirements such as car parking, refreshments, presentation aides; shows initiative, anticipates pressure points and potential problems and takes appropriate action without having to be instructed on every occasion.
8. As a member of the Leader’s Office team, supports the links between the Chief Executive’s Office and Director of Resources, other departmental secretariats/Director support teams and the Leader’s Office; maintains close liaison with the Mayoralty, particularly in respect of matters relating to high-profile visitors and significant civic events. Collaborates effectively with internal and external stakeholders to deliver high quality work in a timely manner
9. Ensures that the Leader’s Office is kept tidy and in good order (e.g. clears away after meetings, replacing furniture where necessary, undertakes general housekeeping); maintains stocks of tea, coffee, etc.; ensures office equipment (e.g. copier, scanner) is working, liaises with the Council’s IT Service and others as appropriate.
10. Understands and complies with relevant legal, regulatory, policy and procedural requirements and standards and escalates/reports concerns to management as appropriate.
11. Provides secretarial and administrative support to the Deputy Leader and Cabinet Members when required.
12. Undertakes additional tasks and projects as required by Head of Leader’s Office.
13. Carries out the full range of duties with minimal supervision and demonstrating initiative; anticipates pressure points and potential problems and takes appropriate action without having to be instructed on every occasion.
14. Takes responsibility for delivering specific tasks/projects and directs resources to ensure that the full functional area is covered.
15. Performs all duties with regard to confidentiality and discretion, and political sensitivity.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

The postholder will be based in Wandsworth Town Hall. Flexible and agile working is supported, however, given the nature of the role supporting the Leader, their work and meetings, the post holder will be expected spend the majority of the working week on site, and to remain flexible to meet varying demands. Some evening working may be required.

The postholder will work within the Chief Executive’s Group which serves Richmond and Wandsworth Councils. As such there could be a very occasional requirement to travel across sites for wider directorate or SSA meetings.

**Team structure**

**Person Specification**

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| **Responsible to:**Head of Leaders Office | **Responsible for:**N/A |
| **Post Number/s:**RWC0145 | **Last Review Date:** August 2022 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by** **A**  **&** **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| A very good understanding of how local government works and the key issues / challenges facing local government | A, I & T |
| **Experience**  |
| Recent high-level experience of working in an administrative/support role following and developing office procedures and managing paper and electronic records | A |
| Experience of complex diary management | A & I |
| Evidence of managing a heavy workload and prioritising conflicting tasks | A & I |
| Experience of operating in a political environment, and/or recognising and handling confidential or sensitive information in an appropriate manner and distinguishing between political and non-political activities | A & I |
| Strong focus on customer care, displaying tact, diplomacy and resilience when dealing with difficult situations and always projecting a confident and professional image | A & I |
| Experience of supporting the development of administrative processes and business support systems to achieve best value for money | A & I |
| **Skills**  |
| Ability to demonstrate excellent organisational skills  | A & I |
| Ability to use IT applications effectively to create high quality documents, presentations, spreadsheets, etc. in an accurate and timely fashion and to the appropriate corporate standards, using creativity and demonstrating great attention to detail | A, I & T |
| Ability to draft high level responses using principles of Plain English to correspondence, enquiries, casework and requests without having to be instructed on every occasion, using common sense and initiative, thinking ahead (“horizon scan”) and anticipating needs and potential problems from the signals given | A & I |
| Ability to work both independently and flexibly with limited supervision  | A & I |
| Ability to work as an effective team member, using initiative and adapting to changing priorities and deadlines in a calm, well-organised and methodical manner | A & I |
| Ability to recognise and handle in an appropriate manner, confidential or sensitive information | A & I |
| **Qualifications**  |
| Educated to degree level, or equivalent through work experience demonstrated in similar role | A, I & C |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**