



Copeland Borough Council

JOB PROFILE

Job Title	Personal Assistant
Job Family	Administrative Support Officer
Salary Grade	4
Directorate	Chief Executive
Service Unit	Democratic Services
Department	Legal & Democratic
Ref No	
Date	1st June 2007

1. MAIN PURPOSE

To provide excellent secretarial and administrative support to the Leader and Deputy Leader(s) of the Council.

2. POSITION IN ORGANISATION

Responsible to: Democratic Services Manager

Employees responsible for: None

Context: The post forms part of a team of support officers in Democratic Services

3. EMPLOYMENT BASE The Copeland Centre, Catherine Street, Whitehaven

4. SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. Assist in the introduction of new systems and techniques to improve the way the Council works and to generate efficiencies.
2. To provide confidential secretarial and general administrative/clerical support for the Leader and Deputy Leader(s).
3. To act as Personal Assistant to the Leader including first line contact for all enquiries to the office, maintain diaries and schedule appointments.
4. To take notes at informal meetings of members/officers/outside bodies, co-ordination and preparation of correspondence, reports and production of statistics, as required/deemed necessary.

5. To carry out general administrative duties including opening and distribution of post, holiday and absence records, maintain petty cash records, ordering of stationery etc and payment of invoices, filing etc.
6. To ensure that callers and visitors are dealt with in a professional manner.
7. To undertake research as appropriate, including searching the internet for information.
8. To carry out activities in support of the Leader and Deputy Leaders at a level appropriate to the post.

5. CONTACTS

Internal: High level contact throughout the organisation including Councillors.

External: Public, stake holders, partners

6. SPECIAL FEATURES

A flexible approach is required to maintain office cover. Much of the work is of a confidential nature.

7. PERSON SPECIFICATION

Criteria	Essential	Desirable
Education and Qualifications	Excellent all round IT skills including Word Processing to RSA II standard or equivalent.	Secretarial qualification European Computer Driving Licence
Knowledge and experience	Previous experience of secretarial support role Audio Typing Minute taking	Knowledge of Committee working in local government
Job related skills	Ability to work on own initiative Discretion and confidentiality Ability to work closely with elected Members. Ability to prioritise work and work to tight deadlines without close supervision. Research ability.	Shorthand

Personal Competencies

1. Health and Safety	<ul style="list-style-type: none"> • Complies with the Council's health and safety policies • Takes care of own health and safety and that of others • Challenges unsafe practices or behaviours
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Core competence	
2. Equality and Diversity	<ul style="list-style-type: none"> • Is aware of and acts in accordance with the Council's equal opportunities policy • Avoids language, actions and behaviours which may be considered discriminatory or cause offence or discomfort • Challenges discriminatory practices or behaviours • Respects diversity by listening to and being positive about alternative contributions
Core competence	
3. Team working	<ul style="list-style-type: none"> • Is tactful, patient and courteous with all team members • Supports and helps others when necessary • Is actively involved and committed to achievement of team objectives
4. Communication	<ul style="list-style-type: none"> • Communicates clearly and with confidence • Listens actively, asks questions, clarifies points and checks understanding • Presents information in a way that promotes understanding • Observes confidentiality
5. Delivering Results	<ul style="list-style-type: none"> • Organises own workload to meet deadlines and objectives • Delivers results to cost, time and quality • Knows when and where to seek additional information and advice • Uses a structured, logical and planful approach
6. Customer focus	<ul style="list-style-type: none"> • Is aware of and adheres to Copeland's customer care policy • Understands who are the internal and external customers • Makes every effort to find out customer needs • Promotes a professional image of self, department and Council, demonstrating an impartial approach
7. Self management and development	<ul style="list-style-type: none"> • Keeps relevant knowledge and expertise up to date • Is not afraid to admit to mistakes or lack of knowledge • Has a positive and resilient approach • Is conscientious and committed to see tasks through • Does not give up despite setbacks • Pays attention to self development • Welcomes and acts on personal feedback
8. Handling Information	<ul style="list-style-type: none"> • Compiles clear and accurate information • Keeps records up to date • Maintains confidentiality • Uses IT effectively
9. Behaving ethically	<ul style="list-style-type: none"> • Knows and complies with relevant rules and legislation • Is open, yet diplomatic, with others • Demonstrates integrity and fairness