Role Profile

C6149 Sc4 Personal Assistant

Role Description

To provide an efficient and confidential personal assistant/support service to multiple senior leaders.

Main Responsibilities

• Manage and prioritise Senior Leaders' emails, ensuring urgent matters are brought to their attention and progressing matters on their behalf where appropriate;
• Plan and organise meetings for Senior Leaders inclusive of attending to ensure appropriate facilities, draft minutes and actions and follow up on behalf of their Principal(s);
• Act as first point of contact to the Senior Leadership Team/Directorate, answering telephone calls and queries, responding appropriately, taking messages and proactively referring as necessary.
• Provide wider administrative support to Principal(s) assigned including but not limited to; answering calls, managing correspondence and preparing reading in a prioritised manner, both electronically and printed;
• Proactively co-ordinate with colleagues ensuring consistency of service and to fulfil Constabulary expectations;
• Proactively organise and book travel and accommodation for Principal(s) to maximise efficient attendance and minimise cost;
• Respond to business requests; delegate to the appropriate manager within the Directorate and manage responses
• Prepare communication/correspondence on behalf of the Principal(s) and their Portfolio using appropriate methods and checks;
• Additional ad-hoc requests as required to support the Principal(s) in the efficient execution of their duties

Rank\Scale

Scale 4

Reports To

Service Hub Manager

Supervisory Responsibility

None

Additional Information

Avon and Somerset Constabulary are committed to the principles of Equal Opportunities for all and welcome applications from minority groups including disabled people.

Reasonable adjustments

Following consideration, reasonable adjustments will be implemented to enable disabled staff covered by the provisions of the Equality Act to undertake the core duties and responsibilities of a post in line with the Equality and Human Rights Commission (EHRC) guidance and code of practice on employment.

Additional Responsibilities:

You may be required to perform other duties which are not necessarily specified on the role profile, but which are commensurate with the responsibilities of the role holder.

Security Vetting:

It is the policy of the Avon & Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy.

Experience and Qualifications

Role Profile

C6149 Sc4 Personal Assistant

Essential:
- Proficient user of Microsoft Office products including Outlook, Word, Excel and PowerPoint;

Desirable

- Experience of performing a secretarial and/or personal support function;

- Experience of managing flexible and competing workloads.

This post has been designated as requiring the following vetting levels in accordance with the 'Vetting Code of Practice' and the 'Authorised Professional Practice on Vetting' - Police Recruitment Vetting (RV)

Shortlisting

SHORTLIST

Criteria relevant to the job

ESSENTIAL

Requirements necessary for safe and effective performance in the job

ADDITIONAL/USEFUL

Where available, elements that contribute to improved/immediate performance in the job

Qualifications

Role Profile

C6149 Sc4 Personal Assistant

Experience

Proficient user of Microsoft Office products including Outlook, Word, Excel and PowerPoint;

EE1

Experience of managing flexible and competing workloads

EA1

Excellent written and verbal communication skills with a wide range of internal and external parties.

EE2

Experience of performing a secretarial and/or personal support function

EA2

Previous administration experience

EE3

Role Profile

C6149 Sc4 Personal Assistant

Experience of arranging and preparing for meetings

EE4

Skills

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Practitioner	Behaviours: •I take into account individual needs and requirements in all of my actions •I understand that treating everyone fairly does not mean everyone is treated the same •I always give people an equal opportunity to express their views •I communicate with everyone, making sure the most relevant message is provided to all •I value everyone's views and opinions by actively listening to understand their perspective •I make fair and objective decisions using the best available evidence •I enable everyone to have equal access to services and information, where appropriate	No
Core Values	Integrity	Practitioner	Behaviours: •I always act in line with the values of the police service and the Code of Ethics for the benefit of the public •I demonstrate courage in doing the right thing, even in challenging situations •I enhance the reputation of my organisation and the wider police service through my actions and behaviours •I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations •I am open and responsive to challenge about my actions and words •I declare any conflicts of interest at the earliest opportunity •I am respectful of the authority and influence my position gives me •I use resources effectively and efficiently and not for personal benefit	No

Role Profile

C6149 Sc4 Personal Assistant

Core Values	Public Service	Practitioner	Behaviours: •I act in the interest of the public, first and foremost •I am motivated by serving the public, ensuring that I provide the best service possible at all times •I seek to understand the needs of others to act in their best interests •I adapt to address the needs and concerns of different communities •I tailor my communication to be appropriate and respectful to my audience •I take into consideration how others want to be treated when interacting with them •I treat people respectfully regardless of the circumstances •I share credit with everyone involved in delivering services	No
Core Values	Transparency	Practitioner	Behaviours: •I ensure that my decision-making rationale is clear and considered so that it is easily understood by others •I am clear and comprehensive when communicating with others •I am open and honest about my areas for development and I strive to improve •I give an accurate representation of my actions and records •I recognise the value of feedback and act on it •I give constructive and accurate feedback •I represent the opinions of others accurately and consistently •I am consistent and truthful in my communications •I maintain confidentiality appropriately	No
Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.	No

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Inclusive, Enabling and Visionary Leadership	We are collaborative	Practitioner	I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.	No
Resolute, Compassionate and Committed	We are emotionally aware	Practitioner	I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.	No
Intelligent, Creative and Informed Policing	We are innovative and open-minded	Practitioner	I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.	No

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Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.	No
Resolute, Compassionate and Committed	We take ownership	Practitioner	I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.	No

NOS

NOS Unit	Unit Name	Unit Description