**AVON & SOMERSET OFFICE OF POLICE & CRIME COMMISSIONER**

# Job Description

**JOB TITLE:** Personal Assistant to DPCC/CoS/CFO

**REPORTS TO:** Secretariat Manager

**LOCATION:** Office of the Police & Crime Commissioner (OPCC)

**SALARY:** £24,576 – £30,420 (spinal point 18-25)

**TERM:** Permanent

**Main Purpose of the role:**

To provide personal assistance to the Deputy Police and Crime Commissioner (DPCC), Chief of Staff (CofS) and Chief Finance Officer (CFO), to support them to fulfil their statutory duties and achieve strategic objectives.

To effectively manage diaries, liaising with a wide range of stakeholders to support and maintain effective relationships.

**Main responsibilities:**

* To provide personal assistance to the Deputy Police and Crime Commissioner, Chief of Staff and Chief Finance Officer.
* Manage diaries of the three principals to ensure that all necessary arrangements are made for meetings, events and conferences, selecting appropriate venues and catering.
* Prioritise the DPCC’s time effectively to support the strategic objectives of the PCC, with the support of the Secretariat Manager.
* Arrange the DPCC’s programme of visits, coordinating in-depth itineraries, travel arrangements and accompanying OPCC officers.
* Manage the commissioning and provision of briefings for the DPCC’s external meetings, with the support of the Secretariat Manager.
* Access email inboxes on a daily basis to ensure all urgent emails are responded to and deadlines are met; use own initiative on the forwarding of emails to relevant staff and the deletion of any emails not necessary for them to receive.
* Manage the internal and external mail, filing and information systems for the three principals.
* Progress correspondence in the absence of the relevant individual and update the DPCC/Chief of Staff/CFO as required during their absence of any key issues/developments.
* Act as a first point of contact for all telephone callers or visitors ensuring that the appropriate member of staff deals with enquiries and ensures effective use of DPCC/CoS/CFO time. Respond, as appropriate, on behalf of the DPCC/CoS/CFO.
* Attend meetings in an administrative/secretarial capacity, taking minutes as required.
* Prepare and schedule agendas, minutes and actions matrices, circulating information to the appropriate people prior to meetings/events.
* Arrange transport and hotel accommodation with adherence to relevant policies.
* Undertake directed basic research activity as required, briefing DPCC/CoS/CFO of findings and where appropriate making recommendations.
* Coordinate and work closely with the PA to the PCC, deputising in periods of absence.
* Demonstrate professional and efficient customer service skills in all interactions.
* Adhere to Health and Safety, Environmental Management, Data Protection, Equal Opportunities, Freedom of Information, Race Relations and European Convention on Human Rights (ECHR) legislation and ensuring compliance with appropriate local procedures.
* Work closely with other colleagues to improve operational practices, effectiveness and efficiency. Maintain and operate efficient and effective record keeping and filing systems, ensuring they are updated and information is stored and disposed of appropriately.
* Maintain professional awareness and horizon scan for future developments, with a commitment to own personal and professional organisational development.
* Demonstrate a commitment to the OPCC values, equality and diversity through actions and activities.
* Undertake any other duties as reasonably commensurate with role.

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| **Decision Making** | **Leadership** | **Managing Risk** |
| Has decision making responsibilities in line with defined processes. Would usually follow specific process as directed by line manager. Will make recommendations to their line manager on areas of strategic impact. | Will engage with a range of internal and external partners usually on administrative matters e.g. diary management, correspondence with individuals and maintaining ongoing working relationships with internal and external stakeholders. | Will identify risks and make suggestions around how to mitigate and manage them |

**PERSON SPECIFICATION:**

The OPCC is looking for a person who can evidence that they have the following competencies:

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|  | **Competencies, skills & experience** | **Essential or Desirable** |
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| 1 | Experience and/or knowledge within a local authority, policing or relevant public or voluntary sector organisation. | Desirable |
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| 2 | Previous experience of working in a personal assistant role. Experience of diary management. | Essential |
| 3 | Experience of providing support for meetings and events. | Essential |
| 4 | Ability to manage a large and diverse portfolio of work with competing deadlines. Ability to be flexible to respond to changing priorities | Essential |
| 5 | Ability to analyse and present information in a range of formats. | Essential |
| 6 | Excellent written and verbal communications skills. Understanding of confidentiality and information governance. | Essential |
| 7 | Strong ICT skills and competent to use a range of IT packages including word processing and spreadsheets. | Essential |
| 8 | Proven ability to handle stakeholder interface effectively and professionally in a way that establishes confidence, credibility and trust. | Essential |
| 9 | Strong detail orientated, organisational and planning skills. | Essential |
| 10 | Ability to identify risks and make suggestions around how to mitigate and manage them. | Essential |

**Our purpose**

To lead improvement in efficiency and effectiveness of policing, victim support and criminal justice services on behalf of local people.

**Our vision:**

Excellent victim support, better policing and fairer criminal justice services for all.

**Our mission:**

• We listen

• We lead

• We challenge

• We innovate

• We improve

**Our values:**

**Openness** – We will always be transparent and open about the work we do, our services and how we support our communities.

**Partnership** – We will work with the police and key partners to provide better services to local people.

**Compassion** - We will continue to take a compassionate approach to commission the most effective support services for victims and survivors.

**Courage** – We are the voice of local people in policing and we will always share concerns, issues and feedback to the police and partners.

**Staff Code of Conduct**

You will comply with the Staff Code of Conduct as varied from time to time, it is expected that the OPCC as a public authority supports the Principles of Standards in Public Life. As such, the seven principles of conduct underpin the work of the OPCC and are used as the basis for working practices.

**The Principles of Standards in Public Life are:**

**Selflessness**: Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family or their friends.

**Integrity**: Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

**Objectivity**: In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

**Accountability**: Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

**Openness**: Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

**Honesty**: Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

**Leadership**: Holders of public office should promote and support these principles by leadership and example.

**Political restriction**

Please note this is a “politically restricted post” in accordance with Local Government & Housing Act 1989.

The purpose of a politically restricted post is to prevent that individual from having any active political role either in or outside of the workplace. Politically restricted employees will automatically be disqualified from standing for or holding elected office.