

**Job Description****Social Services Department**

|                           |                                       |                      |  |
|---------------------------|---------------------------------------|----------------------|--|
| <b>Post Title</b>         | <b>Assistant Director's Secretary</b> |                      |  |
| <b>Post Number</b>        | <b>514</b>                            | <b>Grade</b>         | <b>Scale 4<br/>Subject to Job Evaluation</b>                 |
| <b>Base</b>               | <b>Anvil Court</b>                    | <b>Hours of Work</b> | <b>18.5 hours (plus 6 hours funded on a temporary basis)</b> |
| <b>Car User Allowance</b> | <b>Casual</b>                         | <b>Disclosure</b>    | <b>None</b>  |
| <b>Contact</b>            | <b>Ceri Gay<br/>Tel: 01495 355851</b> | <b>Updated</b>       | <b>26<sup>th</sup> February 2010</b>                         |

**Principal Job Purpose**

Responsible to: The Director's PA

Responsible for: Providing a professional secretarial support service to the Assistant Director Children's Services.

**Principal Accountabilities**

1. To maintain the Assistant Director's diary via Microsoft Outlook and provide support in preparing documents for any forthcoming meetings/commitments.
2. To provide the Assistant Director with secretarial support, including audio typing, typing letters, memos, reports etc.
3. To arrange, attend and minute a range of meetings including internal, partnership and multi-agency meetings.
4. To format and coordinate reports as required, including submitting reports through the Local Authority's Resolution system.
5. To maintain accurate filing records this will also include assisting with the introduction and maintenance of CIVICA.

6. To assist with the administrative support of the Local Safeguarding Children's Board, including planning meetings, collation of agenda's and circulation of documents etc
7. To assist the Customer Relations and Management Support Team with the collection of monthly performance information to be published on the Balanced Scorecard.
8. To assist the Customer Relations and Management Support Team with the administration of the Hospitality budget.
9. Assisting the Customer Relations and Management Support Team in covering reception duties, including distribution of mail etc where appropriate.
10. To deal effectively with members of the public, service users and elected members where appropriate.
11. To produce sickness and supervision returns for the senior Children's Management Team.
12. To organise events / conferences.
13. [The funded element of the post requires the post holder to provide administrative support to the Local Safeguarding Children's Board and any associated sub groups on specific projects.](#)
14. To carry out any other duties as requested by Management.
15. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
16. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

# Person Specification – Non Managerial

## 1. Qualifications & experience

| Qualifications/relevant experience   | Assessment Method     |                  |           |                        |                     |
|--|-----------------------|------------------|-----------|------------------------|---------------------|
|  | Essential / Desirable | Application Form | Interview | Other (please specify) | Probationary Period |
| NVQ Level III <u>or</u> ONC in Business Administration or equivalent level.    | Essential             | ✓                |           |                        |                     |
| RSA II typing/word processing, ECDL or equivalent                              | Essential             | ✓                |           |                        |                     |
| Substantial experience of using the full Microsoft Office Package              | Essential             | ✓                | ✓         | TEST                   |                     |
| <b>Other experience</b>  |                       |                  |           |                        |                     |
| Proven experience of working in a busy administrative/secretarial environment. | Essential             | ✓                | ✓         |                        |                     |
| Experience of using Electronic Filing Systems e.g. CIVICA                      | Desirable             | ✓                |           |                        |                     |
| <b>Knowledge/Skills</b>  |                       |                  |           |                        |                     |
| Ability to produce accurate minutes of meetings                                | Essential             | ✓                |           |                        |                     |
| Ability to effectively manage diary commitments using Microsoft Outlook        | Essential             | ✓                |           |                        |                     |
| Ability to maintain confidentiality and diplomacy at all times                 | Essential             |                  | ✓         |                        |                     |
| Effective time management skills   | Essential             |                  | ✓         | TEST                   |                     |
| Strong literacy skills along with a meticulous eye for detail                  | Essential             |                  | ✓         | TEST                   |                     |
| Ability to work under pressure   | Essential             |                  | ✓         | TEST                   |                     |
| Ability to use audio equipment   | Desirable             | ✓                |           |                        |                     |

## 2. Special Requirements

|   | Essential | Desirable |
|---|-----------|-----------|
| Ability to work flexibly in order to meet deadlines and business objectives | ✓         |           |

### 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

| Topic                         | Competencies  | Assessment Method |           |   |   |
|-------------------------------|---|-------------------|-----------|---|---|
|                               |   | App. Form         | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| <b>Delivering the service</b> | Plans ahead, organises work in advance                            | ✓                 | ✓         |   | ✓   |
|                               | Involves line manager/colleagues in setting and meeting targets   |                   |           |   | ✓   |
|                               | Reorganises work when necessary                                   |                   |           |   | ✓   |
|                               | Sees tasks through to completion whenever possible                |                   | ✓         |   | ✓   |
|                               | Seeks help if workload becomes unmanageable                       |                   |           |   | ✓   |
|                               | Uses initiative to report issues that arise that impact on others |                   |           |   | ✓   |

| Topic                           | Competencies   | Assessment Method |           |   |   |
|---------------------------------|--|-------------------|-----------|---|---|
|                                 |  | App. Form         | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| <b>Improvement &amp; Change</b> | Is prepared to try new things & feed back results                | ✓                 |           |   | ✓   |
|                                 | Understands that changes are needed if things are to be improved |                   |           |   | ✓   |
|                                 | Finds new and creative ways of doing things better               |                   |           |   | ✓   |
|                                 | Actively seeks to develop own skills and knowledge               | ✓                 |           |   | ✓   |
|                                 | Learns from mistakes & welcomes constructive feedback            |                   |           |   | ✓   |

| Topic                                       | Competencies   | Assessment Method |           |   |   |
|---|--|-------------------|-----------|---|---|
|   |  | App. Form         | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| <b>Providing Excellent Customer Service</b> | Recognises the importance of high standards of customer service                                    | ✓                 | ✓         |   | ✓   |
|   | Is committed to providing an excellent service to the all the citizens of Blaenau Gwent            |                   |           |   | ✓   |
|   | Understands the links between own professionalism and the possible impact on the Authority's image |                   |           |   | ✓   |
|   | Has a professional attitude that sets an example to colleagues                                     |                   |           |   | ✓   |
|   | Takes pride in own work and that of colleagues   |                   |           |   | ✓   |
|   | Is respectful, courteous and helpful at all times  |                   |           |   | ✓   |

| Topic               | Competencies  | Assessment Method |           |   |   |
|---------------------|---|-------------------|-----------|---|---|
|                     |   | App. Form         | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| <b>Team Working</b> | Reacts constructively to others' suggestions and requests                             |                   |           |   | ✓   |
|                     | Recognises potential value of others' opinions and actively seeks their contributions |                   | ✓         |   | ✓   |
|                     | Asks for help when necessary  |                   | ✓         |   | ✓   |
|                     | Actively seeks to help others   |                   | ✓         |   | ✓   |
|                     | Is aware of the impact of own behaviour on others                                     |                   |           |   | ✓   |

| Topic                | Competencies  | Assessment Method |           |   |   |
|----------------------|---|-------------------|-----------|---|---|
|                      |   | App. Form         | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| <b>Communicating</b> | Adapts content and style to help others understand                                |                   | ✓         |   | ✓   |
|                      | Makes sure that people are regularly informed                                     |                   |           |   | ✓   |
|                      | Uses appropriate language, gestures and tone when talking with others             |                   | ✓         |   | ✓   |
|                      | Checks others have understood & seeks advice when necessary                       |                   |           |   | ✓   |
|                      | Actively seeks to improve all forms of communication with others                  |                   |           |   | ✓   |
|                      | Communicates professionally by using formal channels appropriate to the situation | ✓                 |           |   | ✓   |