

PA Group Managing Director and Executive Team

Department: Health and Community Services

Division: Corporate Office

Reports to: EA to the HCS Director General

JE Reference: HCS1052

Grade: CS07

JE Date: 23/10/2021

Job purpose

To provide a highly professional, comprehensive and dependable PA service to the Group Managing Director and Executive Team to enable them to meet their priorities, thereby ensuring a sound contribution to the work of Health and Community Services.

To provide and assist the Group Managing Director and Executive Team with various administrative duties at an exceptional standard, maintaining confidentiality at all times, whilst behaving with the highest level of professional integrity.

Job specific outcomes

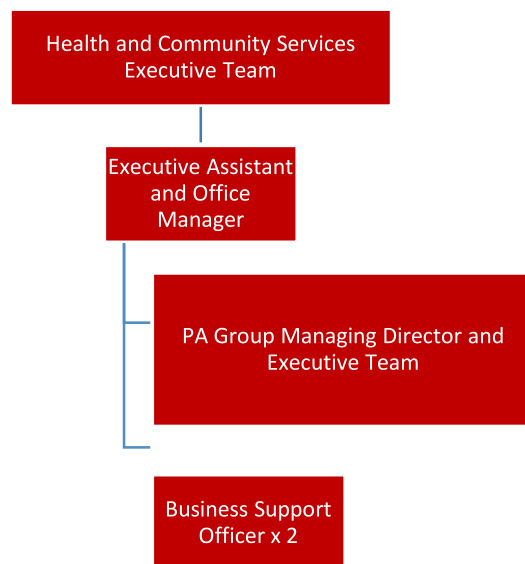
1. Provide a highly confidential PA service to the Group Managing Director and Executive Team, inclusive of drafting/typing various pieces of correspondence, managing and maintaining an organised diary system, organising conferences and meetings, whilst compiling agendas, taking minutes and assimilating and distributing all relevant papers, managing Group Managing Director and Executive Team, ensuring compliance with all relevant HCS policies, procedures and adherence to relevant timeframes.
2. Act as first point of contact between the executive team and senior stakeholders, any external agencies and all other HCS staff.
3. Manage and coordinate incoming correspondence, phone calls, meeting requests, ensuring timely and adequate prioritisation.
4. Manage visitors from members of the public, senior Jersey officials, Politicians, etc. Act on the provision of information, advise and prioritise the executive team accordingly in response to the nature and urgency of each visit.
5. Act as liaison between Group Managing Director and Executive Team and other agencies, when required. Ensuring they are fully appraised of these matters at all times.
6. Provide assistance with associated agencies in respect of business continuity and liaise with relevant counterparts regarding the provision of business continuity administrative support.
7. Produce accurate and efficient management information in an efficient manner, when required.

8. Book cost effective travel and accommodation for the Group Managing Director and Executive Team and other senior members of staff, when necessary, in line with HCS policy and procedures.
9. Undertake and respond to various aspects of the Executive Team, acting as the first point of contact with any senior internal or external stakeholders, where required.
10. Cover any other ad hoc duties at the request of Group Managing Director and Executive Team in pursuance of service requirements in a timely, efficient and effective manner.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

s Organisation chart



Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p>	<p>GCSE grades and / or professional qualification relating to PA, secretarial and administrative support.</p>	<p>A level grades</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>A good working knowledge of Microsoft Office products.</p> <p>Proven communication skills, and experience in interacting with internal and external stakeholders</p> <p>Knowledge and experience with all PA related duties.</p> <p>Exceptional organisational and secretarial and administration skills.</p> <p>Excellent time management and interpersonal skills are essential.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Ability to work under pressure, whilst managing and prioritising daily workloads, schedules and tasks.</p> <p>Methodical, composed approach to organising workloads and schedules.</p> <p>Ability to manage own work schedules, and those of the Group Managing Director and Executive Team, without direct supervision.</p> <p>Excellent IT skills (ability to use Word, PowerPoint and excel to intermediate level) with proven ability to understand and produce management information.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Produce accurate work and prioritise to meet deadlines.</p> <p>Accuracy and attention to detail, coupled with the ability to spot errors.</p> <p>Possess a high level of written and verbal communication skills.</p> <p>Excellent time management and interpersonal skills are essential.</p>	

	<p>Adapt and respond to shifting priorities/tasking needs.</p> <p>Reliability, discretion and trustworthiness are required, as the post holder will have constant access to classified material and personal records.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Knowledge and experience with all PA related duties.</p> <p>Exceptional organisational, secretarial and administration skills.</p> <p>Capability of providing guidance and support, seeking assistance where appropriate.</p> <p>Experience with communicating effectively and professionally with senior stakeholders.</p>	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Exposure to confidential and sensitive issues where the careful and effective handling of such matters is essential.</p>	