

## PA to Director of Mental Health & Adult Social Care and Executive Team

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**Department:** Health and Community Services

**Division:** Corporate Office

**Reports to:** EA to the HCS Director General

**JE Reference:** HCS1093

**Grade:** CS07

**JE Date:** 10/3/2022

### Job purpose

To provide a highly professional, comprehensive and dependable PA service to the Director of Mental Health & Adult Social Care 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 Director of Mental Health & Adult Social Care 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

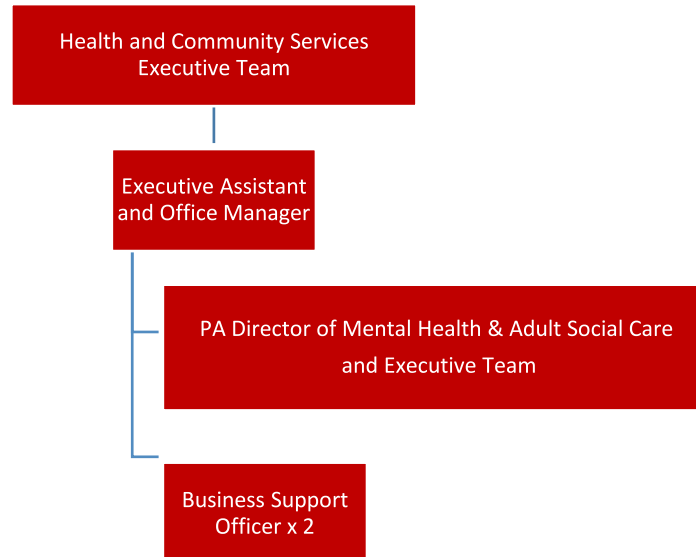
1. Provide a highly confidential PA service to the Director of Mental Health & Adult Social Care and Executive Team, inclusive of drafting/typing various pieces of correspondence, managing and maintaining an organised diary system, organising conferences and meetings, whilst compiling agendas, taking minutes and assimilating and distributing all relevant papers, managing the Director of Mental Health & Adult Social Care 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 Director of Mental Health & Adult Social Care and Executive Team and other agencies, when required. Ensuring they are fully apprised 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 Director of Mental Health & Adult Social Care 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 Director of Mental Health & Adult Social Care 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.

### Organisation chart



## Person Specification

Specific to the role		
ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	GCSE grades and / or professional qualification relating to PA, secretarial and administrative support.	A level grades
<b>Knowledge</b>	<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>	
<b>Technical / Work-based Skills</b>	<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>	
<b>General Skills/Attributes</b>	<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>	

	Reliability, discretion and trustworthiness are required, as the post holder will have constant access to classified material and personal records.	
<b>Experience</b>	<p>Knowledge and experience with all PA related duties. 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>	
<b>Criteria relating to Safeguarding</b>	Exposure to confidential and sensitive issues where the careful and effective handling of such matters is essential.	

## Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.