

Job Description

For Secretarial Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Personal Assistant/Secretary	JEID	SE001
Salary Grade:	Grade E		
Team:	Mental Health		
Service Area:	Social Care & Support Services		
Primary Location:	Agile Working		
Political Restriction	This position is not politically restricted.		
Responsible to:	Social Care Operational Manager/Team Administrator		
Responsible for:	Administrative Support to Mental Health Management Team		

Role Purpose

To provide a personal, high quality, effective secretarial and support service to the Social Care Management Team, including the Operation Managers and Service Manager, over a county wide area. You will be working in a fast paced and changing environment. This role will involve building effective relationships with internal colleagues and a range of external stakeholders, to provide proactive and effective support

Role Responsibilities

To undertake the word processing of correspondence, reports and minutes of meetings.
To be responsible for the maintenance of the diary system for Social Care Operational Managers, including booking and organising appointments on their behalf.
To be responsible for the servicing of meetings, booking venues, preparing agendas and distributing papers to the group members
To prepare high standard minutes of meetings.
To assist with the organisation and facilitation of major events, including conferences, seminars and workshops involving both departmental and external representatives.
to ensure the provision of an effective service for telephone callers to Mental Health Services.
To progress and chase areas of work as required, including correspondence, acknowledgments, re-directing enquiries, and dealing with urgent responses in the Manager's absence

To undertake the research, collection and collation of information for Managers
 Contributing to project groups when required
 To maximise the use of ICT in order to enhance the efficiency and quality of support and service provision, e.g. use of relevant databases and the full range of software to the level of a standard user.
 To undertake a range of clerical and administrative duties, including record keeping & maintenance of filing systems.
 To undertake any other duties at an appropriate level, as required.
 Ability to travel across the county

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Secretary – Level 1
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Main Tasks

- To manage telephone enquiries, take messages and decisions on forwarding of matters on relevant contacts and progress chase as necessary.
- To undertake full diary management responsibilities, liaising with relevant parties to organise meetings and schedules effectively.
- To provide day to day support and management of e-mail and written correspondence, including filtering, handling, processing of routine enquiries, forwarding and recording to meet the requirements of the relevant line manager.
- To provide full secretarial support in relation to the production of correspondence and records, including word processing, electronic and manual filing systems, dictation, production of routine agendas and minutes of meetings etc.
- To provide courteous, effective and efficient organisation of and support to visitors, including ensuring booking of rooms and refreshments as necessary.
- To maximise the use of ICT in order to enhance the efficiency and quality of support and service provision, e.g. use of relevant databases and the full range of software to the level of a standard user.
- To undertake routine financial procedures, including creation of purchase orders, authorisation of small amounts of expenditure from agreed budgets and ensuring compliance with all relevant policies and procedures.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Good literacy and numeracy skills	A/I
To be able to analyse and interpret factual information to solve straightforward problems	A/I
To be able to communicate, in person and/or in writing, a variety of information to a range of people and be able to demonstrate tact/sensitivity when dealing with difficult situations on behalf of Manager	A/I
Experience of a range of Office systems including the ability to use a keyboard with a high level of precision and speed	A/I/T
To be able to work under pressure including meeting deadlines and dealing with interruptions	A/I
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A/I
Experience of handling and processing manual or computerised information	A/I
The ability to organise own workload and decide priorities	A/I/T

Desirable Criteria

Assessed By:

Experience of high standard minute taking	A/I
Experience of Diary management	A/I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby

all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	