

# 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	JEID	SE002
Salary Grade:	Grade G		
Team:	Adoption Central England (ACE)		
Service Area:	Children and Families		
Primary Location:	Shire Hall, Warwick but supporting a regional service		
Political Restriction	This position is not politically restricted.		
Responsible to:	Head of Service and Business Support Manager		
Responsible for:	Supporting the Governance of Adoption Central England		

#### Role Purpose

To provide high level, proactive, and confidential support to the Head of Adoption Central England, a Regional Adoption Agency (RAA), enabling efficient leadership of the service and the effective delivery of strategic priorities across the region.

The postholder will act as a trusted partner to the Head of Service, ensuring their time, information, and relationships are managed effectively. This includes coordinating complex diaries, preparing high quality briefings and reports, supporting governance arrangements of a large regional agency, and facilitating communication with senior leaders, partner agencies, local authorities, and external stakeholders.

The successful candidate will play a vital role in ensuring effective operational oversight across the RAA by anticipating requirements, addressing issues proactively, and keeping the Head of Service fully informed and prepared. They will contribute to strategic progress by maintaining accurate records of all governance meetings. The role demands the highest levels of professionalism, confidentiality, and service excellence, helping to foster a culture that puts children, young people, and adoptive families at its heart.

## Role Responsibilities

- Provide comprehensive, confidential support to the Head of Service, including diary management, inbox oversight, correspondence handling, and prioritising actions, managing competing priorities and working to tight deadlines with strong analytical and problem-solving skills.
- Anticipate Service needs by preparing agendas, briefings, reports, and background information for meetings, visits, panels, and external engagements.
- Act as a first point of contact, managing enquiries, filtering information, and ensuring timely and appropriate responses.
- Coordinate travel arrangements, events, and logistics to support the efficient operation of the service.
- Plan, schedule, and service key high-level governance meetings, including preparing agendas and papers, producing and disseminating high quality minutes, and tracking actions through to completion.
- Support the organisation and smooth running of RAA leadership meetings, panels, and partnership boards and the ACE Executive Board.
- Ensure accurate document management, version control, and timely circulation of information across the senior leadership team and to key stakeholders and partners.
- Maintain professional, positive communication with the Head of Service and internal/external partners, including local authorities, voluntary agencies and other organisations and providers, interacting confidently and diplomatically with both written and verbal communication skills.
- Draft letters, emails, presentations, and formal correspondence on behalf of the Head of Service using a high level of digital literacy, including proficiency in Microsoft Office 365 (Outlook, Word, Excel, PowerPoint, Teams), Adobe, Canva, Magic Notes etc.
- Build strong working relationships with stakeholders to support collaborative and effective operations across the region, working independently and using initiative, as well as collaboratively as part of a wider management team.
- Assist in monitoring progress against key strategic priorities, including gathering information, preparing updates, and supporting project coordination where necessary.
- Contribute to continuous improvement across the RAA by identifying opportunities to streamline administration, processes, and workflows.
- Support data collection and reporting requirements to help monitor service performance and outcomes for children and families.
- Handle sensitive and confidential information with the highest level of integrity and discretion.
- Ensure compliance with data protection, safeguarding, and all statutory requirements relevant to adoption and children's services through a clear understanding of the importance of confidentiality and professional boundaries.
- Represent the Head of Service and Adoption Central England with professionalism, diplomacy, and excellent customer service.

To Deputise for the Business Support Manager in a deputy Team Administrator function where necessary.

## 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:	PA / Secretary – Level 2
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## Main Tasks

- To ensure the management of office support and incoming enquiries, including taking independent action where appropriate to resolve administrative matters and those not requiring expertise.
- To undertake research and information gathering activities, including liaising with other relevant officers and outside agencies and bodies.
- To provide direct support in handling and management of e-mail and written correspondence incoming to the office of the relevant manager.
- To be responsible for diary management ensuring liaison with all relevant parties to organise meetings and schedules effectively.
- 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 agendas and taking informal notes/minutes of meetings etc.
- To ensure the 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 ensure compliance with all relevant financial procedures, including responsibility for the monitoring of budgets, authorisation of small amounts of expenditure from agreed budgets and undertaking negotiations with external suppliers as required to achieve value for money.
- To be responsible for the day to day supervision of one or more clerical or secretarial staff.

## 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:

Essential Criteria	Assessed By:
Good literacy and numeracy skills	A
NVQ Level 3 in Business Administration or equivalent	A, D
To be able to independently interpret and analyse information and facts to solve varied problems	A, I
The ability to communicate complicated or sensitive information with varied audiences in person and/or writing	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

The ability to use own initiative to respond independently to difficult problems and unexpected situations	A, I
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.	
Ability to supervise a small team, including work allocation, monitoring performance management and support	A, I
Experience of monitoring financial accounts including the ability to independently manage a small budget	A, I
Experience of handling and processing manual or computerised information	A, I

### Desirable Criteria

Assessed By:

Highly professional, with a positive, proactive, and flexible approach.	A, I
Awareness of and experience in supporting the structure, functions, and challenges within local authority and regional multi-agency partnership settings.	A, I
High level of integrity with a strong commitment to ethical working and relationship-based practice and an understanding of equality, diversity, and anti-discriminatory practice.	A, I
Proven track record of being resilient, adaptable, and able to thrive in a complex, fast-paced, dynamic environment whilst providing senior level administrative support.	A, I
Prior experience of supporting services that improve outcomes for children, young people, and families; within children's social care, adoption, education, or another public-sector environment and familiarity with associated regulatory frameworks, statutory duties and safeguarding.	A, I
Experience contributing to project or programme coordination and/or an associated qualification.	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.
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### 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
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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):	