



ROLE PROFILE

Role Title:	Personal Assistant
Rank/Grade:	A3
Job Family:	Business Support
Reporting to:	Executive Support Business Manager
Main purpose of the role:	To provide an administrative and secretarial service to senior managers and their senior staff, to support the effective performance of their role. To provide administrative support to enable the efficient provision of service. To contribute to achieving the Force vision, purpose and values

Key Responsibilities	
• Prepare, layout and present documents in an efficient, accurate and confidential manner to meet the senior manager's requirements. • Maintain accurate and systematic records to ensure information is accurate and easily accessible. • Liaise with other Departments/Areas and external organisations to gather/pass information and undertake research to a standard required by the senior manager. • Exercise time and diary management skills in determining priorities in accordance with senior managers changing requirements. • Effectively manage all telephone, written and electronic communications. • Undertake a range of administrative tasks.	

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
• None	• None

Entry Requirements
• Recognised secretarial qualification or relevant experience. • Experience of operating various word processing packages. • Experience of operating a range of office equipment. • Ability to work with accuracy and attention to detail. • Experience in or the ability to take minutes at meetings.

Any other General Requirements/Scope
• The post holder may on occasion be required to work in different locations, e.g. attending meetings. • The post holder will need to have the ability to travel around the county & business insurance will need to be organised by the individual if using their own vehicle. • The post holder may be required to work additional hours but this will be agreed in advance in conjunction with management & the post holder. • Vetting required, as advised by the vetting unit. • The post holder will be expected to undertake training as and when required. • The post holder will be expected to comply with health and safety requirements.
Obligatory Requirements
• There is a requirement for the role holder to meet the probationary objectives set • Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments



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Personal Qualities (Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfill my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.