

OFFICE OF POLICE AND CRIME COMMISSIONER

EXECUTIVE ASSISTANT

Role Profile & Person Specification

Post Title:	Executive Assistant (EA)		
Post Number:		Work Location:	Agile
Grade:	W7	Security Vetting Level:	NPPV3 / SC
Responsible to:	Head of Business & Public Services	Date:	October 2024

Reporting Structure:



ROLE PROFILE

Executive Assistant

Job Purpose:

This role has the responsibility of providing business support within the Office of the Police and Crime Commissioner (OPCC) to ensure the delivery of an efficient and effective service. This role will have governance over its own portfolio of work to provide comprehensive and efficient executive assistant support to a named principle(s) where support means secretarial duties in their widest sense: scheduling, gate keeping, document production, responding to correspondence on behalf of the OPCC and PCC, taking minutes, undertaking research and supplying briefing documents.

The post holder will understand the role of the PCC and the OPCC, and will work closely with the Executive Team of the OPCC, the force, other PCCs and partner agencies.

Main Responsibilities

Executive Support

- Internal and external communication. Act as the first point of contact for the principle(s) and and for the OPCC, screening phone calls, enquiries and requests, handling them when appropriate, and liaising with internal and external contacts.
- Diary Management. To organise and maintain the diaries of the principle(s) and to act as gatekeeper for all appointments, making appropriate arrangements for meetings with internal and external parties, including travel and accommodation bookings. The post holder will make decisions and understand the commitments of the principle(s) accepting or declining on their behalf.
- Word processing and data input. To provide a fast and accurate electronic typing service for the principle(s) to include inputting information onto Excel spreadsheets and databases. To collate data to produce graphs and tables and mail merge documents.
- Filing. To file all documents which need to be held and to maintain an up to date and accurate filing system ensuring compliance with information management procedures.
- Meetings. To collate agendas and papers and distribute accordingly. To book rooms and refreshments as appropriate and maintain list of attendees and apologies.
- Flexibility. Flexibility is key to this role as the postholder could be working to a number of management leads, but with priority given to the principle(s). As such, the postholder will need to develop a broad level of knowledge and expertise across diverse areas of the business.
- Resolve conflicting commitments. The post holder will understand the office-wide picture and will be able to identify and resolve arising problems and conflicts, providing options, recommendations and solutions. The post holder will be expected to make a decision to resolve conflicting commitments and to escalate where required.

Office Operations

- Providing a high standard of support that meets the specific requirements of the PCC, CEO

and OPCC functions.

- Responsible for the effective assurance administration to enable OPCC statutory role across the administrative elements including: gatekeeping, document production, responding to correspondence, agendas and reports, minutes, undertaking research and supplying briefing documents and ensuring accurate records and decisions.
- To understand OPCC priorities and requirements to resolve issues and risks within the administrative function, providing recommendations and solutions to maintain an effective service.
- Event organisation; to include planning and running of large events, ceremonies and seminars.
- Powerpoint Presentations and website maintenance. Create Powerpoint presentations for use at OPCC meetings. Assist in keeping information on the website relevant and current.
- The post holder will understand the office-wide picture and will be able to identify and resolve arising problems and conflicts arising day to day within their portfolio of work, providing options, recommendations and solutions. The post holder will be expected to make a decision to resolve conflicting matters.

Public Interface

- To directly respond to general queries including those from members of the public, colleagues with the OPCC, Force and partner organisations.
- Take responsibility for queries submitted by correspondents and use problem solving skills to determine resolution / best advice to be provided or appropriate signposting.
- Ensuring upholding of organisation values and standards in relation to customer service both internally and externally.

Working as a Team

- Provide cover for member of the Business and Public Services team during periods of absence or as scheduling commitments require.
- To understand the strategic goals and objectives of the OPCC. To make decisions on behalf of the PCC and Executive Team.
- Identify main stakeholders to build effective and successful relationships with key personnel; develop and manage these relationships to generate trust and confidence inside and outside the team.
- To provide flexibility in a fast paced environment. To be flexible to a change in working hours, patterns for the demands of the business.
- To be responsible for the continuous improvement of the team's business processes and working practices to ensure that changes to the team are made to keep up with the demands of the business.

Personal Development

- The post holder will be personally responsible for maintaining a level of professional ability sufficient to ensure provision of a top-quality and consistent executive support service.

The post holder should have access to a vehicle or be able to make alternative arrangements to meet the requirements of the post.

PERSON SPECIFICATION

Competency		Criteria	Assessment*
Qualifications:	Educated to A Level or equivalent and have conducted research as part of the studies	Essential	C
Experience:	Previous secretarial and administrative experience gained in a busy working environment, including customer service experience	Essential	A/I
	Proven record of working within a confidential environment	Essential	A/I
Skills:	Must be computer literate with good keyboard skills	Essential	A/I
	Competent in the use of Microsoft Word, Outlook and Excel	Essential	A/I
	Excellent written communication skills to prepare letters / minutes of meeting	Essential	A/I
	Excellent communication and interpersonal skills with the ability to liaise at all levels both within the organisation and externally	Essential	A/I
	Shorthand skills of up to 80 words per minute	Desirable	A/I
	Ability to manage and prioritise a diverse workload to set deadlines	Essential	A/I
	Ability to act on own initiative to work alone and be able to work as part of a team	Essential	A/I
	Attention to detail and accuracy	Essential	A/I
	Diary management skills	Essential	A/I
	Ability to plan and organise meetings	Essential	A/I
Excellent time management skills, with the ability to cope under pressure	Essential	A/I	
Knowledge:	General awareness of equality and diversity issues in the working environment	Essential	A/I
	Awareness of workplace Health & Safety issues	Desirable	A/I
	Understanding of confidentiality and Data Protection/Freedom of Information issues	Essential	A/I

* Assessment will take place with reference to the following information:

A=Application

I=Interview

T=Test

C=Certificate

OTHER INFORMATION

- The post holder will be in a politically restricted post under the Local Government and Housing Act 1989.
- Due to the nature of the role the portfolio content may change in line with legislation, Home Office and Ministry of Justice policy, and OPCC priorities.
- The areas of work are determined by the priorities set by the Police and Crime Commissioner; as such the portfolio areas may be amended or refocused to align to these priorities.
- Wiltshire and Swindon OPCC is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- You will be required to attend all necessary and relevant training courses in respect of your employment to ensure compliance with the policies of the OPCC.
- The post holder must recognise the importance of managing information according to legal requirements, GDPR, quality standards and OPCC and Force procedures.
- The post holder should have access to a vehicle or be able to make alternative arrangements to meet the requirements of the post.
- Wiltshire Police provides a 24-hour 7 day a week service therefore the postholder should be prepared to be flexible in their approach to working hours.
- Ensure staff understand the importance of recording relevant information in an accurate and timely way. Conduct regular sampling of information to ensure compliance with legal, procedural and quality requirements and provide feedback to staff. Ensure staff understand force procedures for the sharing of information with partners and that processes are in place to monitor sharing decisions