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| **Role title:** | Executive Personal Assistant | **Responsible to:** | Executive Assistant & Executive PA Team Leader |
| **Division:** | Chief Executive Office | **Department:** | Chief Executive Office |
| **Direct Reports and Level:** | n/a | **Scope:** | Administrative services and personal support across Executive Team |
| **Scale:** |  |
| **Regulated**  **Function(s) Held:** | No |
| **Evaluation Level** | Core 1 | **Role Family** | Business and Operational Support |

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| **Overall Role Purpose** |
| As a member of the CEO office, the Executive Personal Assistant is to own the delivery of an efficient and effective administrative and organisational service for assigned Executive Directors, ensuring they can fully focus on leading the business and delivering for members. The Executive PA proactively ensures the effective organisation and co-ordination of the workflows of the Executive Director(s) and uses personal judgement to directly impact on increased efficiency, effectiveness and time saving. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Delivery**   * Provide first class confidential administrative support, ensuring the appropriate action taken on information and messages, together with efficient email management thereby ensuring the co-ordination and timely response to correspondence and other requests received. * Provide personal administrative support as required by assigned Executive Directors, this may include preparation of meeting packs/papers, PowerPoint presentations, and other documents using Microsoft Office365 software. * Liaise with third parties to arrange and organise appointments, and arrange for timely typing of letters, reports and other documents. * Receive communications and enquiries from key stakeholders and third parties, ensuring that all contacts are dealt with professionally and promptly, that information is processed and communicated, and that where required, enquiries are properly followed up and fully resolved. * Work to achieve close and harmonious relationships across the offices and departments in all aspects of the work, especially at the interface with other departments. * Ensure busy diary commitments, papers and travel arrangements are managed effectively with consideration to Executive wellbeing as well as business demand and proactively troubleshoot any potential problems. * Take notes and actions in divisional (level 3) meetings, as required by Executive Director(s), and ensure the accurate and timely preparation and distribution of associated meeting papers. | * 360-degree feedback. |
| **Financial**   * Manage all transactions and tasks requested by the Executive in accordance with policy and ensure those which incur costs comply with all financial controls, for example, procurement approvals and travel & entertainment guidelines. | * Adherence with financial controls |
| **Member**   * Ensure the timely handover of all directly received Executive Director complaints to the Member Resolution Team in accordance with Complaint Service Levels. | * Handover of complaints within SLA |
| **People**   * Take personal accountability for own training, competence, performance and engagement of self, ensuring clarity on accountabilities and compliance with MPS values, governance, policy standards and processes. | * 360-degree feedback |

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| **Responsibilities (RACI)** |
| * Where required, work as part of the broader CEO Office team, providing cover for absences and annual leave to ensure all Executive Directors have the level of support required. * As part of the CEO Office, work to actively identify, report and address business risks and ensure adequate business processes and controls are in place to mitigate risks originating from CEO Office work. * Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |

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| **Key Governance Responsibilities** |
| N/A |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability | Leading Self |
| Influencing Others | Leading Self |
| Collaborating | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk | Leading Self |
| Delivering Commitments | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Educated to GCSE level or equivalent | * Excellent organisational and diary management skills. * The ability to use judgement to prioritise work and manage multiple stakeholders * Excellent interpersonal and written communication skills. * Ability to work with high attention to detail, accuracy, and high degree of foresight * Ability to proactively problem solve and make informed decisions using own initiative. * Excellent time management * Strong technical ability in use of Microsoft Office 365 applications, in particular Word, PowerPoint, and Excel * Ability to handle confidential information and act with integrity. | * Prior experience working in Personal Assistant role. |
| **Desirable** | * Further education in business administration / secretariat services |  | * Prior experience working in Personal Assistant role for Senior Executives. |