

Person Specification

Post Title:	PA to Members of the Senior Management Team		
Directorate:	Office of the CFO		
Department:	Service Assurance – Executive Support		
Location:	Service Headquarters		
Grade:	C/D	Date:	December 2019

Guidance Notes

Please note that 'Essential' denotes those requirements which the applicant **must** hold to be shortlisted for interview.

Requirements: E = Essential D = Desirable	Measures 1 = Application Form 2 = Testing 3 = Interview 4 = Other	E/D	Measure
Knowledge and Experience			
	Minimum of twelve months experience in an office environment.	E	1
	Experience of and ability to co-ordinate meetings, prepare relevant papers and creating accurate minutes.	E	1,2,3
	Experience of Microsoft Word to a level sufficient to create documents such as Agendas, reports, minutes, letters etc.	E	1,2
	Experience of using Microsoft Outlook to an advanced level sufficient to manage multiple electronic diaries to create, update and delete appointments; and use the email function to its full extent.	E	1,3
	Ability to use an electronic document management system to save, share and manage documents.	E	3
	Experience of multi-tasking and working in a busy office environment.	E	1,3

Requirements: E = Essential D = Desirable	Measures 1 = Application Form 2 = Testing	3 = Interview 4 = Other	E/D	Measure
Knowledge and Experience				
	Experience of providing administrative support to multiple managers.		E	1,3
	Ability to use the internet to book and co-ordinate travel arrangements and make conference bookings.		E	3
	Understanding of how public organisations and bodies function.		D	3
	Ability to work as part of a team to achieve team and organisational objectives.		E	3
Equality and Fairness				
	Sound knowledge of and commitment to Equality and Diversity.		E	1,3
	The ability to converse at ease with members of the public and provide advice in accurate spoken English.		E	3
Qualifications and Training				
	GCSE English Language Grade 4 or equivalent.		E	1,4
	NVQ or equivalent in Business Administration.		D	1,4
	Hold a relevant typing qualification or equivalent in word processing.		E	1,4
	Willing to undertake further training as required.		E	3
Skills				
	Verbal communication skills with the ability to communicate effectively with a wide range of people.		E	3

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Skills			
	A high standard of written communication skills with the ability to draft and format non-standard correspondence, minutes and reports and proof read where required.	E	2,3
Other			
	Must be able to work proactively, using own initiative when necessary in order to meet changing priorities and requirements.	E	3
	Must be able to work alone with minimum supervision.	E	3
	Must work in a confidential manner with the utmost integrity and be able to apply diplomacy, tact and discretion when required.	E	3
	Must understand and be able to apply the concept of quality services and customer care in a responsible and helpful manner.	E	1,3
	Must be prepared and able to work outside usual working hours to minute meetings as and when required.	E	3
	Must be prepared and able to work in locations in Leicester, Leicestershire and Rutland if required.	E	3
	Must be willing to undertake a Disclosure and Barring Service (DBS) basic criminal records check.	E	4

Guidance Notes

In weighing the factors "essential" denotes those requirements that the candidate **must** hold. The qualities specified must be strictly based on requirements to perform the job and must not be unnecessarily restrictive or demanding.