PA to Chief Operating Officer - Transformation
Council house
£25,951 - £32,486
Working 36.50 hours per week

The PA to the Chief Operating Officer, Transformation, is part of the Chief Executive’s Office and provides high level support to one of the organisation’s most senior officers. The role covers the whole spectrum of PA work, including complex diary and email management, preparing and editing presentations and documents, arranging and supporting meetings, note-taking, and booking travel and accommodation.

This is an opportunity for a flexible, self-motivated individual with excellent communication, administrative and organisational skills to thrive in a stimulating and fast-moving environment.

If you are an experienced PA/Administrator looking for your next challenge this could be the role for you.

Candidates are asked to be mindful of the interview date (15 May) as shortlisted candidates will be invited to attend on that day

For informal enquiries contact Mireia.C.Mangal@birmingham.gov.uk or 0121 303 9769

Ref: CSS0722017

Closing Date: 11 May 2017
Shortlisting Date: 12 May 2017
Interview Date: 15 May 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
Job Description

Post Title: Professional Support Team Leader/Advisor Grade: 4

Division: Professional Support Service
Section: Transformation

1.0 Job purpose

As a Team Leader - To lead, coach and develop Professional Support teams, ensuring that resources are deployed according to business needs. To ensure that support services are delivered in an efficient, professional and consistent manner.

As an Advisor - To provide high quality, subject specific advice and support. To ensure that support services are delivered in an efficient and consistent manner.

2.0 Key responsibilities

2.1 To provide high quality support and advice to internal/external customers, providing expertise on Professional Support processes and ensuring that customers’ needs are met within the parameters of the team’s Business Agreement.

2.2 To support the Professional Support Relationship Managers and Team Managers in the development of the Professional Support function by proactively driving forward the change agenda and the streamlining and improvement of processes with a high focus on excellent customer service.

2.3 Dependent on service area, may be required to provide day to day line management of Professional Support Officers and Assistants, ensuring they are supported, developed and deployed to meet the demands of the business, including the completion of regular supervision and other relevant people management processes.

2.4 To provide technical support to customers and front line staff within the business to help facilitate the roll-out and maintenance of new systems and processes and to ensure that staff receive support in the use of IT and business processes and ensure compliance with business and governance processes.

2.5 To develop and administer business and financial processes, ensuring that all transactions comply with Financial Regulations, Standing Orders and agreed processes.
2.6 To be responsible for the administration and monitoring of budgets as required.

2.7 To develop and use management information ensure to the services provided are in line with performance management principles and provide a customer focused accountable and responsive service.

2.8 To support the service in the management and implementation of change including the development and implementation of processes for effective communication and engagement.

2.9 To promote and effectively participate in knowledge sharing both within the team and the wider service area ensuring information governance principles are adhered to e.g. confidentiality and Data Protection.

2.10 To assist with accommodation and facilities management, safety and security, responding to local emergency situations and including the timely referral of necessary repairs and maintenance.

2.11 To support the development and improvement of the usage of IT systems to ensure that effective technology enables the delivery of services in a consistent and responsive manner across the business.

2.12 To work flexibly and as part of a team to ensure cover of all aspects of Professional Support and to provide continuity of service.

2.13 To support the Professional Support Relationship Manager within designated services of business support in respect of management and monitoring of safety and security, including the provision of fire and risk assessment, adhering to work place procedures, responding to local emergency situations and timely referral of necessary repairs and maintenance work. To be undertaken in liaison with the onsite Facilities Management.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 Level of Supervision:

1. Plan own work to ensure the meeting of defined objectives.
4.0 **Supervision Given** (excluded those who are indirectly supervised i.e. through others)

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<thead>
<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO. OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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<tbody>
<tr>
<td>Professional Support staff as allocated. TBC.</td>
<td>TBC</td>
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*Use 1, 2 or 3 as in 3.2

5.0 **SPECIAL CONDITIONS**

In some specific service areas, some working outside normal office hours may be required
Person Specification

Post: Professional Support Team Leader  Grade: GR4
Division: Professional Support Services  Section: Transformation

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td>Education/Qualifications</td>
<td>To possess, or be willing to work towards, a relevant administrative qualification.</td>
<td>AF/I</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<tr>
<td>Experience</td>
<td>1. Experience of providing high level administrative support to senior member of staff.</td>
<td>AF/I</td>
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<td>(Relevant work and other experience)</td>
<td>2. Experience of using a range of IT systems for the purposes of delivering support (Outlook, Microsoft, Word, Excel, Power point, Visio etc).</td>
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<td>3. Experience of note and actions taking at meetings</td>
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<td>4. Administrative experience e.g. data entry, typing of letters and emails, auctioning and relaying accurate telephone messages.</td>
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<td>5. Experience of setting up and maintaining records, systems and office equipment</td>
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<td>6. Experience of working in a diverse and service-focused team environment and the ability to multi-skill to cover other roles within the team</td>
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<td>7. Knowledge of relevant legislation and their implications for the Directorate (e.g. FOI, Data Protection Act, Health and Safety)</td>
<td>AF/I</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.