

WEST YORKSHIRE FIRE & RESCUE SERVICE

JOB DESCRIPTION

POST TITLE: PA within the Executive Support Team

GRADE: 4

RESPONSIBLE TO: Executive Assistant to Chief Fire Officer

RESPONSIBLE FOR: None

PURPOSE OF POST: To provide comprehensive administration and support to the Executive/Senior Leadership Team

MAIN DUTIES AND RESPONSIBILITIES

1. To work collaboratively within the Executive Support Team to provide a confidential, effective, and efficient support service.
2. Provide a comprehensive support function, developing effective and efficient methods of working and communicating with the Executive/Senior Leadership Team
3. Work with the Executive Support Team to provide an efficient support service, with the ability to manage your own workload, at pace, in a constantly changing environment.
4. Organise and manage complex diaries ensuring that time is allowed to deal with regular workflow as well as allowing contingency time for urgent or unplanned actions.
5. Implement good time management and organisational skills, effective techniques and systems to manage email, tasks, meeting preparation and duties within the role.
6. Provide support and attendance at meetings, competent at producing accurate and timely minutes, undertake, monitor, and record actions. Organise the cycle of meetings and ensure timetables and deadlines are adhered to. Prepare, collate, and provide agendas and papers in a timely manner, book venues and hospitality.
7. Vet, action and manage incoming correspondence via emails and post in a responsive manner. Research and investigate issues as necessary, delegate to relevant persons or action and prepare responses, as necessary.
8. Receive, prioritise and action telephone calls, personal enquiries, and callers, sometimes of a confidential, sensitive, and difficult nature.
9. Manage efficient and effective manual and electronic filing and recording systems.
10. Proof read department documents and policies, ensuring integrity is maintained whilst dealing with sensitive and confidential information.

11. Act as loggist for the Crisis Management Team, Strategic Coordinating Group and Tactical Coordinating Group meetings, exercises, for resilience purposes, which may involve working outside normal office hours and away from usual place of work.
12. Audio typing to support with the production of documentation.
13. Make arrangements for attendance at events and meetings, organise travel and hotel arrangements in the UK and overseas. Prepare itineraries. Authorise payment from budgets. Coordinate the annual schedule of station visits
14. Coordinate the yearly calendar of station visits, events and conferences for the Executive/Senior Leadership Team diaries, and support the coordination of WYFRS events and visits on behalf of the Executive.
15. Coordinate research and collation of information for briefing papers and reports.
16. Deputise for the Executive Assistant including support to the Chief Executive, attend meetings and deputise where directed.
17. Provide financial administration support.
18. Develop forward planning, horizon scanning and good bring-forward practices.
19. Manage statutory registers as requested.
20. Manage leave records for Executive/Senior Leadership Team
21. Support the office management function for the Executive Support Team ordering stationery and supplies.
22. Develop good working relationships with key staff in other departments and external organisations, including the other emergency services, Government ministers, Members of Parliament, civic dignitaries, and elected members.
23. Handle confidential and restricted information and have an understanding of national protective marking and security strategies.
24. Willing to undertake security clearance verification
25. Undertake any other duties commensurate with the grade of the post as directed by line management.

Second area:

1. To Implement and promote the Authority's:
 - a) Health and Safety policies
 - b) Equality and Diversity policies
 - c) Information Security Management System policies
 - d) Safeguarding policies
 - e) Business continuity policy and contingency arrangements

2. To demonstrate and uphold the service values and to promote the organisation in a positive manner.
3. Ensure functions can be maintained when disruptive events occur through the implementation of arrangements specified in the business continuity strategy/policy.
4. Responsibility for ensuring any data produced in relation to the post is accurate and current.
5. Responsibility to ensure full compliance with the General Data Protection Regulation and Data Protection Act 2018 and to ensure data security is maintained.
6. Maintain own self-development as appropriate to the requirements of the role

PERSON SPECIFICATION

In the supporting statement section of the application form give clear, concise examples of how **you meet all of the Essential person specification criteria** (i.e., items you must be able to do from day one to be able to do the job), **identified as 'Application' in order to be shortlisted for this vacancy**. If a large number of applications are received, only those who also meet the Desirable criteria, identified as 'Application,' will be shortlisted, i.e., criteria you need to do the job, but which could be learnt during training.

Please list or number the person specification competency criteria against which you are providing evidence/examples in order to structure your supporting statement in a well organised way.

There may be some criteria that are identified through 'Selection Process' only. **You will only be assessed on these criteria later during the selection process and not from your application form**, this may involve tests, presentations, interview etc.

	Experience	Essential/ Desirable	Where identified
1	Experience of working in a PA support environment, with high-level diary and inbox management skills.	Essential	Application / Selection Process
2	Ability to exercise initiative, tact, discretion and diplomacy, with experience of dealing with sensitive and confidential information.	Essential	Application / Selection Process
3	Experience of working as part of a team, with excellent organisational and communications skills, working unsupervised, managing own workload, having the commitment and flexibility to deal with a constantly changing environment.	Essential	Application / Selection Process
4	Effective implementation of systems and time management skills to maintain workloads and responsibilities such as email inbox, task prioritisation, preparation for meetings and events.	Essential	Application / Selection Process
5	Excellent IT skills and detailed knowledge and application of MS Office (Word, Excel, PowerPoint). With the ability to work with spreadsheets and format of documents.	Essential	Application / Selection Process
6	Excellent keyboard skills and competent audio typist.	Essential	Application / Selection Process
7	Competent in producing timely and accurate minutes and actions.	Essential	Application / Selection Process
8	Experience supporting the coordination of large meetings, and events, booking travel, hotels and preparing itineraries.	Desirable	Application/Selection Process
9	Experience of providing financial administration support.	Desirable	Application/Selection Process

	Education and Training		
10	Qualified to RSA Stage III or equivalent word processing qualification	Essential	Application / Selection Process
11	Speedwriting and minute taking qualification.	Desirable	Application / Selection Process
12	GCSE Grade 'C' Maths and English or an equivalent level 2 numeracy and literacy qualification. Or Able to demonstrate an equivalent level of literacy and numeracy gained through life experience.	Essential	Application / Selection Process
	Special Knowledge and Skills		
13	Ability to work effectively under pressure for prolonged periods in order to meet deadlines and deal with conflicting demands.	Essential	Application / Selection Process
14	Be self-motivated, with the ability to work unsupervised to meet demanding deadlines	Essential	Application / Selection Process
15	Excellent communication skills with internal and external stakeholders	Essential	Application / Selection Process
16	Ability to suggest change and challenge existing procedures.	Essential	Application/Selection Process
17	Excellent proof-reading skills.	Essential	Application / Selection Process
18	Understanding of the Fire and Rescue Services and Local Government	Desirable	Application/Selection Process

19	Demonstrate commitment to good data quality within all areas of work.	Essential	Selection Process Only
20	Excellent analytical and problem-solving skills.	Essential	Application / Selection Process
21	Demonstrate an understanding of the importance of equality and diversity to WYFRS as an employer and service provider.	Essential	Selection Process Only
22	Demonstrate an understanding of and ability to implement Health & Safety in the work place.	Desirable	Application / Selection Process
23	Possession of a full valid driving licence.	Desirable	Application / Selection Process