



# HM Prison & Probation Service

## HQ Job Description (JD)

### Band 4

### Directorate: Generic

## Job Description: Director's Personal Assistant

<b>Document Ref.</b>	HQ-JES-2530 Director's Personal Assistant v2.0
<b>Document Type</b>	Management
<b>Version</b>	2.0
<b>Classification</b>	Official
<b>Date of Issue</b>	27 October 2020
<b>Status</b>	Baselined
<b>Produced by</b>	Head of Group
<b>Authorised by</b>	Reward Team
<b>JD Evidence</b>	

# Job Description

<b>Job Title</b>	Director's Personal Assistant
<b>Directorate</b>	Generic
<b>Band</b>	4

<b>Overview of the job</b>	This is an administrative role managing the Director's diary, providing general administrative support and office co-ordination as required.
<b>Summary</b>	<p>The post holder is required to provide daily diary management and general administrative support to the Director in a high pressure environment. This necessitates the ability to prioritise meetings and manage the diary in the most efficient and practical way.</p> <p>Significant interaction is required with internal and external stakeholders.</p> <p>The post holder is also required to prepare meeting papers along with other general administrative tasks such as taking minutes, typing and photocopying.</p> <p>The post holder will be active in managing correspondence, undertaking project work and preparing information for bi-laterals.</p> <p>The post-holder will deal with sensitive material on a regular basis, a high level of discretion and judgement is required.</p>
<b>Responsibilities, Activities and Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> <li>• Reviews emails and either replies on behalf of the Director or prioritises for action either by reference to the sender, the content and/or dates for responses.</li> <li>• Works with colleagues to progress or chase actions delegated to and from the Director to ensure they are addressed and responded to in a timely manner.</li> <li>• Maintains daily contact with the Director to ensure that he/she is briefed fully on any events/issues which may arise in their absence.</li> <li>• Act as a key contact in the office for general enquiries, 'signposting' queries to other functions/individuals where appropriate.</li> <li>• Organises meetings on behalf of the Director.</li> <li>• Works with counterparts in other offices both within and external to HMPPS to co-ordinate diary arrangements often within tight time-constraints and conflicting priorities for dates, times and locations.</li> <li>• Makes all travel/accommodation arrangements on behalf of the Director.</li> <li>• Ensures that all diary arrangements are scheduled accurately and that the Director is made aware of any changes to the agreed schedule in a timely manner.</li> <li>• Compiles details of agenda, attendees and papers required for meetings in a timely manner.</li> <li>• Receives visitors on behalf of the Director.</li> <li>• May be required to attend meetings and take minutes and subsequently maintain an action log.</li> <li>• Ensures that documents prepared and sent out on behalf of the Director reflect HMPPS standards of formatting and presentation.</li> <li>• Maintains all paper filing, ensuring compliance with archiving and retention policies.</li> <li>• Monitors establishments' stability and risks reporting any issues to the Head of the Director's office/Business Manager and Director.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assists with the development of the strategy/business plan for the directorate.</li> <li>• Collate and prepare bi-laterals and summarise information ensuring any subsequent actions are carried out.</li> <li>• Manage office facilities.</li> <li>• Act as a point of contact for procedural HR related matters.</li> </ul> <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.</p>
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Changing and Improving</li> <li>• Making Effective Decisions</li> <li>• Managing a Quality Service</li> <li>• Working Together</li> <li>• Delivering at Pace</li> </ul>
<b>Strengths</b>	It is advised strengths are chosen locally, recommended 4-8.
<b>Ability</b>	<ul style="list-style-type: none"> <li>• Extremely well organised.</li> <li>• Good communication and stakeholder engagement skills.</li> <li>• Advanced skills in MS Office applications especially Word and Excel.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Desirable: Experience of setting up and using tools to track progress of work.</li> </ul>
<b>Technical</b>	

<b>Minimum Eligibility</b>	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> <li>• All candidates are subject to security and identity checks prior to taking up post.</li> <li>• All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS.</li> <li>• All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.</li> </ul>
----------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Hours of Work (Unsocial Hours) Allowances</b>	37 hours per week.
--------------------------------------------------	--------------------

## Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
------------	--------------------------------------------------------------------------	---------	------------	-----------

Changing and Improving		Extremely well organised.	Desirable: Experience of setting up and using tools to track progress of work.	
Making Effective Decisions		Good communication and stakeholder engagement skills.		
Managing a Quality Service		Advanced skills in MS Office applications especially Word and Excel.		
Working Together				
Delivering at Pace				