

A.A. AGENCY LTD.

Please note all our employers are Local Authority.

Locations: Tower Hamlets, Newham, Waltham Forest, Camden, Islington, Southwark, Wandsworth, Bromley, Croydon, Richmond, Twickenham, Greenwich, City of London Etc

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| JOB DESCRIPTION | |
| Post title: Management Support Assistant | Post No |
| Directorate: Development & Renewal | Rate: £ 12.00 p/h |
| | Division: Resources |
| | Section: Information & Support Services |
| Responsible to: | PA to Service Heads CRB Required. |
| Purpose of the job: | <ol style="list-style-type: none"> To provide an efficient and comprehensive administrative support service to the Directorate Management Team, Personal Assistants, Management Support Officer and Assistants. To work as part of the Support Services Team to ensure the service needs of the Directorate Management Team are met so that they can provide a fully effective service. |
| Major Duties and Responsibilities: | <ol style="list-style-type: none"> Provide an extensive administrative support function including meeting and diary management, tasks, word processing, photocopying and filing as directed, to the PA to Service Head. To ensure there is effective office hour cover from 8.00 – 6pm, which is in keeping with the Directorates business requirements. Undertake reception duties, ensuring that visitors are properly greeted and escorted as well as providing a hospitality service for meetings as and when required. Undertake any other duties of a similar nature, within the team or directorate which may arise from time to time and which are commensurate with the grade of the post. To record incoming post and sort, allocating/delegating/distributing as directed. To maintain monitoring systems to ensure that items and correspondence referred for action are dealt with and |

progress chased as necessary; operating a bring forward system in order to meet targets and deadlines.

8. To maintain an inventory of stationery equipment within the section.
9. To use any appropriate computer, printing, reprographic, fax or other office equipment, to meet the needs of the team and directorate as well as ensuring such equipment is properly maintained.
10. Provide an in-depth administrative support to the PA to Service Head in monitoring contracts and projects. This may include processing orders for invoices, travel expenses etc as directed.
11. To undertake training to use any appropriate computer software package that may be required to provide an effective service to the PA to Service Head and allocated Heads of Service.
12. To assist in logging Complaints, Members Enquiries and Freedom of Information requests onto the appropriate database.
13. Maintain and use databases, which involve updating and locating information that support the management information requirements of the Directorate Management Team.

Additional Main Duties and Responsibilities

14. Participate in the Councils performance management scheme ensuring that performance and standards/targets are set and met within agreed timescales
15. Develop and maintain all manual and computerised information systems including the input, transfer, downloading extraction and interrogation of the available data. In particular maintain a key contacts database and be able to undertake complex mail-outs.
16. To draft routine correspondence and to monitor replies on behalf of the Senior Management Team.
17. With minimal supervision and direction, take responsible for organising routine events such workshops or meetings that require substantial administrative support.
18. To provide a typing/word processing service, including transcription from shorthand, audio or manuscript, as required as well as taking minutes and preparing meeting minutes.
19. Fulfil purchasing requirements on behalf of the Senior Management Team, raising requisitions, processing delivery notes and filing/recording orders to ensure goods/services have been received and services provided in accordance with requests and within financial regulations.

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| <p>Additional Main Duties and Responsibilities</p> | <p>20. Process invoices for payment including the preparation of vouchers for appropriate authorisation.</p> <p>21. To highlight Committee and other Action Items/outstanding issues, progress chasing as necessary, and operating bring forward systems as required in order to meet stipulated deadlines.</p> <p>22. To keep abreast of changes in the Directorate to ensure that the range of management support functions are undertaken in an effective and efficient manner.</p> <p>23 To provide effective secretarial and administrative support to Service Head in the absence of the P.A including diary management, event organisation and</p> <p>To be able to able to fully deputise for the PA to Service Head on individual responsibilities i.e. being able to fully and effectively manage the diary functions, meeting management arrangements or minuting completing minutes,</p> <p>24 Have developed and able to apply a good understanding of the Directorate’s core work areas and strategic linkages to dealing with emails and other correspondence as directed by the P.A. to Service Head.</p> <p>25 To carry out specific research projects for the Head’s of Service ensuring that projects are delivered to agreed standards</p> <p>25 To anticipate core requirements of the in terms of preparing background papers, organising events and drafting complex presentational material for Service Heads meetings.</p> <p>27 Draft correspondence as required and deal with calls to Service Heads and the Directorate Management Team efficiently and courteously at all times.</p> <p>28 To research, collate and co-ordinate information required by the Senior Management Team, including media articles, circulars and committee reports.</p> <p>29 To research, collate and co-ordinate background information for enquires and complaints either written or verbal, from Members, MP’s other departments, external agencies, residents or any other sources.</p> |
| <p>Job Activities:</p> | <p>1. To manage and the organisation of important & complex events such as conferences, workshops or meetings that require substantial administrative support.</p> <p>To undertake word processing and filing as directed</p> <p>2. To undertake photocopying and duplication requirements, including collation and distribution of documents.</p> |

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| | <ol style="list-style-type: none"> 3. To assist with the efficient processing of incoming post and faxes, including opening post, date stamping, logging/recording, sorting and distributing items. 4. To maintain and use databases, which involve reviewing and updating and extracting information. 5. To maintain computerised and paper based team information systems such as filing systems, electronic databases and small libraries. 6. To assist any individual or organisation whether internal or external who make a directorate related enquiry. 7. To arrange and co-ordinate activities and resources such as group diaries, leave schedules or booking systems for rooms and other resources. 8. To maintain a stationery supply which involves storing them safely and securely and distributing them to users 9. Support the use of information technology systems by identifying and reporting the IT resource needs of the team, changing as well as changing consumables (such as toner and ink cartridges) 10. Ensure the effective application of the Councils schemes with regards to equality, sickness, capability, discipline, training and performance management and other personnel and administrative initiatives. |
| <p>Additional duties & responsibilities</p> | <ol style="list-style-type: none"> 1. Ensure that all duties and responsibilities are performed in accordance with all Council's Policies and Procedures including Financial Regulations, Standing Orders, Personnel Policies and Procedures, Health and Safety Policy etc. |
| | <ol style="list-style-type: none"> 2. Participate in the Council's performance management scheme, ensuring that performance standards/targets are set and met within the agreed timescale. 3. Promote and comply with the Council's Equal Opportunities Policy in the opposition and eradication of all forms of discrimination and to ensure all services are accessible to all users. 4. Operate and utilise information and communications technology as appropriate to the post's areas of responsibility and to assist with the identification and development of new ICT applications that would improve the efficiency of the service. |

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| | <p>5. Keep abreast of professional developments, legislative changes and best practice, attending Continuing Professional Development courses as appropriate and applying updated knowledge to present work programmes and sharing information gathered on courses, including providing training for other staff.</p> <p>6. Undertake any other duties of a similar nature, within any team of the Section and at any location within the Borough, which may arise from time to time and which are commensurate with the grade of the post and within the capabilities of the post-holder.</p> |
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| 4.5 | Good understanding of the IT applications skills. Able to present data in management reports and other documentation in an appropriate form. | |
| | Valuing diversity | |
| 4.6 | Demonstrate an ability to reflect equality issues in all areas of the work of the section. | |
| | Learning effectively | |
| 4.7 | Demonstrates a commitment to continuously improve own knowledge, skills and performance by reviewing own work and developing ways to improve performance. | |
| | Circumstances particular to the job | |
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| 4.8 | Able to occasional work outside the normal working hours. | |
| 5 | PERSONAL QUALITIES | |
| 5.1 | Team player but able to work under own initiative. | |
| 5.2 | A satisfactory attendance record (normally less than 5 days absence in a year) but taking into account individual circumstances. | |

LONDON BOROUGH OF TOWER HAMLETS

DEVELOPMENT & RENEWAL DIRECTORATE

PERSON SPECIFICATION

JOB TITLE: Management Support Asst. (Sc5)

POST NO:

SECTION: Information & Support Services

Grade:

The Person Specification is a picture of skills; knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the short listing and interview process for this post. You should demonstrate on your application form how you meet these criteria.

| CATEGORY | | Essential |
|-----------------|---|------------------|
| 1 | KNOWLEDGE | |
| 1.1 | A good knowledge and understanding of the use of IT applications including an intermediate knowledge of Microsoft Outlook, Word, Excel and Powerpoint & Internet. | |
| 1.2 | A good knowledge of the local government and staff management systems and processes. | |
| 1.3 | Effective written and verbal communication skills. | |
| 2 | EXPERIENCE | Essential |
| 2.1 | Experience of providing secretarial support to senior managers in a busy office environment, including arranging and minuting meetings, handling potentially confidential material and drafting correspondence. | |
| 2.2 | Experience of setting up and maintaining office processes and procedures. | |
| 2.3 | Experience in arranging, minuting meetings and producing accurately recorded first drafts of minutes | |
| 2.4 | Experience of managing diary commitments (using MS Outlook) sensitively and if necessary turning down requests for supported senior managers' time. | |
| 4 | LEADERSHIP AND MANAGEMENT FRAMEWORK | |
| | Engaging with others | |
| 4.1 | Ability to liaise effectively with Council members, senior management, trade unions, external organisations and members of the public, in a tactful, diplomatic and professional manner. | |
| 4.2 | Ability to efficiently and effectively provide the Directorate's first point of contact either face-to-face in the reception area or by phone or other means of communication. To meet and greet visitors to the Directorate. | |
| | Achieving results | |

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| 4.3 | Excellent organising skills to be able to organise systems and processes as guided by the PA to Corporate Director and Service Heads. | |
| 4.4 | Numerate with ability to present statistical information as well as undertake purchasing and payment functions. | |
| 4.5 | Good understanding of the IT applications and skills. Able to import, extract and interrogate data to produce management reports and other documentation in an appropriate form. | |
| | Valuing diversity | |
| 4.6 | Demonstrate an ability to reflect equality issues in all areas of the work of the section. | |
| | Learning effectively | |
| 4.7 | Demonstrates a commitment to continuously improve own knowledge, skills and performance by reviewing own work and developing ways to improve performance. | |
| | Circumstances particular to the job | |
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| 4.8 | Able to occasional work outside the normal working hours. | |
| 5 | PERSONAL QUALITIES | |
| 5.1 | Team player but able to work under own initiative. | |
| 5.2 | A satisfactory attendance record (normally less than 5 days absence in a year) but taking into account individual circumstances. | |

LONDON BOROUGH OF TOWER HAMLETS
DEVELOPMENT & RENEWAL DIRECTORATE
PERSON SPECIFICATION

JOB TITLE: Management Support Assistant (sc6) **POST NO:**
SECTION: Information & Support Services **Grade:**

The Person Specification is a picture of skills; knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the short listing and interview process for this post. You should demonstrate on your application form how you meet these criteria.

| CATEGORY | | Essential |
|----------|---|------------------|
| 1 | KNOWLEDGE | |
| 1.1 | An advance knowledge and understanding of the use of IT applications including an Intermediate knowledge of Microsoft Outlook, Word, Excel and Powerpoint & Internet. | |
| 1.2 | Basic knowledge of local government and staff management systems and processes. | |
| 1.3 | Effective written and verbal communication skills. | |
| 1.4 | A general knowledge of current central and local Government issues. | |
| 2 | EXPERIENCE | Essential |
| 2.1 | Experience of providing secretarial support to managers in a busy office environment. | |
| 2.2 | Experience of setting up and maintaining office processes and procedures. | |
| 2.3 | Experience in arranging and minuting meetings, including potentially confidential or sensitive meetings and producing accurately recorded first drafts. | |
| 2.4 | Experience of managing electronic diary commitments (using MS Outlook) sensitively and confidentially, if necessary turning down requests for managers' time. | |
| 3 | QUALIFICATIONS | |
| 4 | LEADERSHIP AND MANAGEMENT FRAMEWORK | |
| | Engaging with others | |
| 4.1 | Ability to liaise effectively with Council members, senior management, trade unions, external organisations and members of the public in a tactful, diplomatic and professional telephone manner. | |
| 4.2 | Ability to work as part of a team and on own initiative | |

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| 4.3 | Ability to efficiently and effectively provide the Directorate's first point of contact either face-to-face in the reception area or by phone or other means of communication. To meet and greet visitors to the Directorate. | |
| | Achieving results | |
| 4.4 | Excellent organisational skills with the ability to organise systems and processes in line with PA to Corporate Director and Service Heads, ensuring ensure that the Section's monitoring systems are kept up to date. | |
| 4.5 | Numerate with ability to undertake purchasing and payment functions and present statistical information. | |
| 4.6 | Basic understanding of the IT applications and skills to impart, extract and interrogate data to produce management reports and other documentation in an appropriate form. | |
| | Valuing diversity | |
| 4.7 | Demonstrate an ability to reflect equality issues in all areas of the work of the section. | |
| | Learning effectively | |
| 4.8 | Demonstrates a commitment to continuously improve own knowledge, skills and performance by monitoring and identifying ways to improve own performance. | |
| | Circumstances particular to the job | |
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| 4.9 | Able to periodically work outside the normal working hours. | |
| 5 | PERSONAL QUALITIES | |
| 5.1 | Team player but able to work under own initiative. | |
| 5.2 | A satisfactory attendance record (normally less than 5 days absence in a year) but taking into account individual circumstances. | |