

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Senior Personal Assistant (Generic JD)	Current Grade:	A005
Department:		Area:	
Reports To:	Area Commander/Head of Department	No of Posts:	
Level of vetting:	MV/SC	Post Number:	

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To provide professional, efficient, proactive and confidential secretarial support to an Area Commander or Head of Department and administrative assistance to their management team, carrying out general office duties.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

May manage one or more Personal Assistants within the management team.

Any Other Statistical Data

None

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D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Organise meetings, events, daily briefing packs and diary appointments for the manager to enable their time to be used effectively and to the best advantage within the organisation. Ensure that all travel, catering and hotel arrangements are booked in accordance with BTP procedures including use of corporate procurement cards and e-procurement processes.

Receive, acknowledge, organise and reply to all correspondence in a professional and timely manner and redirect as necessary. Compile accurate financial, statistical and management information as appropriate.

Act as the first point of contact for all callers and visitors for the manager, ensuring they are dealt with promptly, efficiently and courteously. Intercept and make telephone calls on behalf of the manager, liaising with internal staff and external contacts at all levels, resolving issues proactively.

Lead, manage, motivate, develop and appraise other Personal Assistants within the management team to ensure continual provision of a professional and effective PA service.

Monitor workflow within the management and PA team by co-ordinating the delegation of activities by the manager and ensuring the delivery of timely, informed and suitable responses maintaining confidentiality as appropriate.

Research, collate and analyse information and prepare timely reports and briefing papers and presentations to enable the manager to communicate with internal and external contacts and to aid their understanding of current issues on a variety of sensitive and confidential matters.

Schedule meetings with internal and external participants, prepare and issue agendas, attend, take, produce and circulate timely and accurate minutes and maintain a comprehensive and continuing record of decisions made.

Maintain, update and archive documents, files and folders to ensure ready access to comprehensive records in compliance with BTP procedures and Data Protection and Freedom of Information principles and provisions.

E. DECISION MAKING:

Make decisions

Prioritising for the manager to maximise their productivity.

Prioritising the workload within the PA team.

Significant say in decisions

Nil

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

All levels of BTP personnel

External

Liaison with senior representatives and others within British Transport Police Authority, Her Majesty's Inspectorate of Constabulary, Department for Transport, Train Operating Companies, Network Rail, other agencies and police services, members of the public as appropriate.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Minimum GCSE English Language grade C or equivalent.

Experience:

Previous relevant PA/secretarial experience or extensive administrative experience with a high level of organisational ability and attention to detail.

Experience in exercising diplomacy, tact and discretion in managing sensitive, personal and confidential matters.

Experience of scheduling meetings and events, preparing agendas and documentation, taking and drafting accurate minutes.

Skills:

Proficient in MS Office applications.

Excellent verbal and written communication skills.

Excellent interpersonal skills with the ability to liaise with staff at all levels both internally and externally.

High standard of planning and organisational ability.

Adept at influencing and negotiating with others to achieve timely results.

Ability to remain calm whilst working under pressure and to demanding deadlines whilst maintaining a flexible approach

Knowledge:

Desired Criteria:

Qualifications and Training:

Experience:

Familiarity with software packages such as e-procurement.

Skills:

Audio typing and shorthand skills.

Fluency in the Welsh language (if appropriate to location).

Knowledge:

Knowledge of UK geography and rail network.

Knowledge of the policing environment.

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

I. AUTHORISATION DETAILS

Prepared By: W. Tucker & S. Adkins

Date: 22/6/11

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

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