

## Service Document Standard Form:

### Role Profile

#### Personal Assistant (PA)

Linked documents: Job Evaluation Guidance Note



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### ROLE DETAILS:

<b>Role Title:</b>	Personal Assistant (PA)
<b>Grade:</b>	G
<b>Service area:</b>	Service Improvement
<b>Responsible to:</b>	Executive Assistant to CFO / Strategic Leadership Team

### PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

To provide confidential and personal assistance, project management, research, organisational and administrative support to the Directors and their teams to assist in the efficient and effective running of the Service.

To facilitate internal governance meetings of the wider Strategic Leadership Team (SLT), including but not limited to delivery meetings.

This role also provides resilience for the Executive Assistant to the Chief Fire Officer/SLT.

### DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

**Financial** – Non-Direct: Financial consideration to be given when raising purchasing orders/booking venue and hotels

### PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- Establishing and maintain appropriate systems which ensure that all information generated by the wider Strategic Leadership Team is appropriately logged and archived
- Responsibility for the management of all correspondence electronic and otherwise, which may be of a highly confidential nature
- To manage and co-ordinate the Business Support diary / emails as required.
- To arrange seminars, meetings, conference bookings and hotel accommodation.

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Collating all minutes, agendas and papers to ensure that the SLT where applicable, is fully prepared for those meetings.

- To undertake research as required
- To deal with external organisations including senior officials from Government, local authorities, other emergency services, and the private and voluntary sectors, which all require a high level of sensitivity and confidentiality
- To manage the Delivery Group meetings/processes inc meeting room bookings, informing and reminding members of timescales and processes, ensuring that papers are distributed on time, preparing agendas and taking minutes.
- To manage correspondence including typing and ensuring that a high standard of work is maintained
- Ensure the security and confidentiality of a broad range of information and correspondence and ensure that it is managed effectively
- To undertake and manage ad hoc projects as and when required by the SLT
- Contribute to the development of systems for and ensuring that all directorate documents are easily accessible to all SLT & their teams, where applicable
- Providing and monitoring systems for routine administrative processes within the directorate
- Implement and promote good administrative practice across all disciplines. For example: preparation of reports, document management systems and meeting management
- Facilitate excellent communication across the directorate and to follow-up instructions issued by the SLT to ensure they are complete in a timely manner.
- Provide support across the SLT as required
- Provide cover for other SLT business support/PA roles as required:
  - a. Ensuring that all papers for Member meetings are produced and circulated to statutory timescales
  - b. Attending public and private meetings in committee or in briefings and producing and circulating accurate succinct minutes
  - c. Providing advice and guidance on papers submission for SLT and Member meetings

## DECISION MAKING:

### Make decisions:

Resolve as many issues as possible within the policy direction set out by the SLT

### Significant say in decisions:

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To promote, suggest and implement improvements to working practices, systems and to personal and organisational performance

### **CONTACT WITH OTHERS:** *The frequent contact the role holder has with others and for what purpose*

#### **Internal:**

Receiving, providing and processing information from all levels within the organisation, including Strategic Managers and elected Members

#### **External:**

Receiving, providing and processing information from:

- Other Fire & Rescue services
- External Stakeholders eg councils, partner agencies
- Internal and External Audit

### **PERSONAL REQUIREMENTS:**

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Services' aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all staff, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach individual members of staff as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

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### REQUIREMENTS: Essential Criteria

*The skills, knowledge, qualifications and training required to perform the role*

#### Qualifications & Training:

- Minimum of two GCSEs (or equivalent) including grade 4 (c) Maths and English.

#### Experience:

- Proven office / administration experience
- Personal assistant duties experience
- Experience of working within a dynamic and at times demanding environment whilst maintaining attention to detail

#### Skills:

- Computer literate or ability to use IT applications in a wide range of applications
- Ability to work under pressure
- Ability to work to time sensitive deadlines with attention to detail
- Excellent communication, presentation and customer service skills
- Ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach
- Able to work on own initiative and without direct supervision confidentially
- Able to take minutes and place into required format
- Basic numerical skills
- Excellent organisational and time management skills
- Possess high levels of integrity, honesty, reliability and confidentiality
- Able to prioritise tasks
- Excellent telephone manner
- Good research and analytical skills

#### Knowledge:

- To maintain a good knowledge of all role specific information by proactively monitoring information via a range of sources such as the intranet, policies, procedures, internal bulletins and external publications
- To demonstrate a good level of knowledge of the organisation's people related policies and procedures

### REQUIREMENTS: Desirable Criteria

*The skills, knowledge, qualifications and training required to perform the role*

#### Qualifications & Training:

- NVQ in Business Administration (or equivalent)

#### Experience:

- Significant experience of being a Personal Assistant at Director level

#### Knowledge:

- Knowledge of the Fire Service

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### **ANY ADDITIONAL INFORMATION:** *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.