

JOB DESCRIPTION	
<b>Job Title:</b>	Personal assistant to Head of Service
<b>Office:</b>	Pathfinder Legal Services Limited
<b>Service Area:</b>	Property & Housing, Planning & Highways
<b>Reports to:</b>	Head of Service
<b>Grade:</b>	B
<b>Location:</b>	Huntingdon, Northampton or Shefford (but with travel to other offices as required)
<b>Hours:</b>	Full Time (37 hours)
OVERALL PURPOSE OF THE JOB	
To provide high quality PA support and diary management to the Head of Service to assist with the effective running of the teams within each service area.	
MAIN ACCOUNTABILITIES	
<ol style="list-style-type: none"> <li>1. Support and management of day- to- day operational matters within the relevant service areas for the Head of Service and Principal Lawyers including the proactive organisation of the Head of Service's working diary; producing papers and presentations as required.</li> <li>2. Supporting the Head of Service in their legal work, including setting up files on the case management system, drafting letters and other correspondence.</li> <li>3. Working with other PA's (both internal and external) to manage diary commitments for the Heads of Service and provide a portal for communications screening for the Head of Service, which includes email monitoring in accordance with the requirements of their role, anticipating needs and acting as the first point of contact for their designated Head of Service.</li> <li>4. Supporting on projects as directed by the Head of Service in response to corporate and service requirements including project / work plans reporting on progress in order to meet relevant deadlines</li> <li>5. Organising meetings and meeting room coordination, together with booking re-occurring meetings.</li> <li>6. Providing accurate, timely and effective administrative support to the Head of Service.</li> <li>7. Proactively dealing with matters that arise, working with others to identify solutions and signposting incoming communications by liaising with colleagues and stakeholders to provide support whilst maintaining appropriate confidentiality.</li> <li>8. Producing reports for Head of Service on client KPIs and measures and other items as required</li> </ol>	

9. Actively developing and implementing improved ways of working to better support their Head of Service.
10. Acting as the first point of contact for Head of Service in a management support capacity as required, taking a proactive and positive attitude in resolving issues where possible.
11. To buddy, train and support colleagues.

Office Support:

- Provide timely and effective administrative and secretarial support.
- Responsible for overseeing document & data management (paper and electronic), including filing and distributing documents.
- Oversee the collection, collation & manipulation of a wide range of information using information systems, to generate reports, prepare letters, memos and documents.
- Ensure that all employees are conversant with, and competent in, using specific systems, procedures and packages.
- Assist with the organisation, co-ordination and delivery of facility and service management.
- Undertake general clerical & administrative tasks and support the team and service as required.

Management Support:

- Oversee that meetings and events are properly planned and arrangements co-ordinated.
- Ensure records of meetings are taken and necessary follow up action undertaken.
- Advise and inform others on matters relating to own job or service areas.
- Represent team/service area at meetings and on working groups.
- Cover for other Personal Assistants in their absence.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION			
<b>POSITION:</b>	Personal assistant to Head of Service	<b>REPORTS TO:</b>	Head of Service
<b>SERVICE:</b>	Operations	<b>OFFICE:</b>	Pathfinder Legal Services Ltd
<b>GRADE:</b>	B	<b>LOCATION:</b>	Huntingdon, Northampton or Shefford (but with travel to other offices as required)

The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

QUALIFICATIONS	
<u>Essential</u> <ul style="list-style-type: none"> <li>GCSE English and Maths (or equivalent)</li> </ul>	<u>Desirable</u>
KNOWLEDGE AND EXPERIENCE	
<u>Essential</u> <ul style="list-style-type: none"> <li>Experience in a relevant or equivalent role.</li> <li>In-depth practical experience of working as a personal assistant or secretary in a professional services organisation.</li> <li>An ability to work autonomously and take responsibility for own work.</li> <li>Experience of office systems/procedures.</li> <li>Extensive office administrative experience.</li> </ul>	<u>Desirable</u> <ul style="list-style-type: none"> <li>Experience of working within the legal profession.</li> </ul>

- Excellent diary management skills.
- Able to take comprehensive minutes of meetings.

## SKILLS

### Essential

### Desirable

- Fully proficient at using IT systems with a good working knowledge of Microsoft Windows and Microsoft Office (Word, Excel, Outlook).
- Drive, enthusiasm, versatility and self-motivation
- Manages time effectively.
- Methodical, accurate and consistent even when under workload and/or time pressures.
- Monitors and maintains quality and productivity.
- Ability to multitask and manage a variety of requests at one time.

## EQUAL OPPORTUNITIES & HEALTH & SAFETY

### Essential

- Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
- Ability to demonstrate a clear understanding of, and commitment to, health & safety.