**WEST YORKSHIRE FIRE & RESCUE SERVICE**

# JOB DESCRIPTION

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| **POST TITLE:** PA to Chief Officers |
| **GRADE:** 4 |
| **RESPONSIBLE TO:** Executive Assistant to Chief Fire Officer |
| **RESPONSIBLE FOR:** None |
| **PURPOSE OF POST:** To provide a confidential support service to the Chief Officers of the Authority. |

##### MAIN DUTIES AND RESPONSIBILITIES

1 To work collaboratively within the PA Team to ensure that Chief Officers are provided with a confidential, effective, and efficient support service.

2 Provide support for external and internal meetings. Organise the cycle of meetings and ensure timetables and deadlines are adhered to. Prepare, collate, and provide agendas and papers, book venues and hospitality. Attend and produce accurate minutes, undertake, monitor, and record actions.

3 Organise and manage complex diaries ensuring that time is allowed to deal with regular workflow as well as allowing contingency time for urgent or unplanned action.

4 Vet, action and manage incoming correspondence via emails and post for Chief Officers. Research and investigate issues as necessary, delegate to relevant persons or action and prepare responses, as necessary.

5 Receive, prioritise and action telephone calls, personal enquiries, and callers, sometimes of a confidential, sensitive, and difficult nature.

6 Deputise for the Executive Assistant including support to the Chief Executive as well at Management Board meetings. Attend meetings and deputise where directed.

7 Act as loggist for the Crisis Management Team meetings, during infrequent periods of industrial action, exercises and for resilience purposes, which may involve working outside normal office hours and away from usual place of work.

8 Make arrangements for Chief Officers to attend national events and meetings, organise travel and hotel arrangements in the UK and overseas. Prepare itineraries. Authorise payment from officers' budgets. Coordinate the annual schedule of station visits for Chief Officers.

9 Provide a comprehensive support function, developing effective and efficient methods of working with Chief Officers.

10 Develop forward planning, horizon scanning and good bring forward practices.

11 Attend discipline hearings and produce accurate minutes. Update personnel files.

12 Manage statutory registers as requested.

13 Manage leave records for Chief Officers.

14 Coordinate the yearly calendar of events and conferences for the Management Board, supporting the coordination of events and visits on behalf of the Chief Officers.

15 Manage efficient and effective manual and electronic filing and recording systems.

16 Support the office management function for Chief Officers, including ordering stationery and supplies, supporting the Chief Officers through the headquarters move.

17 Develop good working relationships with key staff in other departments and external organisations, including the other emergency services, Government ministers, Members of Parliament, civic dignitaries, and elected members.

18 Handle confidential and restricted information and have an understanding of national protective marking and security strategies.

19 Undertake any other duties commensurate with the grade of the post as directed by line management.

**Second area:**

1. To Implement and promote the Authority’s:
2. Health and Safety policies
3. Equality and Diversity policies
4. Information Security Management System policies
5. Safeguarding policies
6. Business continuity policy and contingency arrangements
7. To demonstrate and uphold the service values and to promote the organisation in a positive manner.
8. Ensure functions can be maintained when disruptive events occur through the implementation of arrangements specified in the business continuity strategy/policy.
9. Responsibility for ensuring any data produced in relation to the post is accurate and current.
10. Responsibility to ensure full compliance with the General Data Protection Regulation and Data Protection Act 2018 and to ensure data security is maintained.
11. Maintain own self-development as appropriate to the requirements of the role

**PERSON SPECIFICATION**

In the supporting statement section of the application form give clear, concise examples of how **you meet all of the Essential person specification criteria** (i.e., items you must be able to do from day one to be able to do the job), **identified as ‘Application’ in order to be shortlisted for this vacancy**. If a large number of applications are received, only those who also meet the Desirable criteria, identified as ‘Application,’ will be shortlisted, i.e., criteria you need to do the job, but which could be learnt during training.

Please list or number the person specification competency criteria against which you are providing evidence/examples in order to structure your supporting statement in a well organised way.

There may be some criteria that are identified through ‘Selection Process’ only. **You will only be assessed on these criteria later during the selection process and not from your application form**, this may involve tests, presentations, interview etc.

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|  | **Experience** | **Essential/**  **Desirable** | **Where identified** |
| 1 | Experience of working in a PA support environment, with high level diary and inbox management skills. | Essential | Application / Selection Process |
| 2 | Ability to exercise initiative, tact, discretion and diplomacy, and experience of dealing with sensitive and confidential information. | Essential | Application / Selection Process |
| 3 | Experience of working as part of a team, excellent organisational and communications skills, working unsupervised, managing own workload, having the commitment and flexibility to deal with a constantly changing environment. | Essential | Application / Selection Process |
| 4 | Excellent knowledge and application of MS Office (Word, Excel, PowerPoint) and IT Skills. | Essential | Application / Selection Process |
| 5 | Excellent keyboard skills and competent audio typist. | Essential | Application / Selection Process |
| 6 | Ability to work with spreadsheets and format documents in MS Office. | Essential | Application/Selection Process |
| 7 | Experience supporting the coordination of large meetings and events, booking travel, hotels and preparing itineraries. | Essential | Application/Selection Process |
| 8 | Experience of providing financial administration support | Desirable | Application/Selection Process |
|  | **Education and Training** |  |  |
| 9 | Qualified to RSA Stage III or equivalent word processing qualification | Essential | Application / Selection Process |
| 10 | 70wpm shorthand or speedwriting qualification. | Desirable | Application / Selection Process |
| 11 | GCSE Grade ‘C’ Maths and English or an equivalent level 2 numeracy and literacy qualification.  Or  Able to demonstrate an equivalent level of literacy and numeracy gained through life experience. | Essential | Application / Selection Process |
|  | **Special Knowledge and Skills** |  |  |
| 12 | Ability to work effectively under pressure in order to meet deadlines and deal with conflicting demands. | Essential | Application / Selection Process |
| 13 | Be self-motivated and prioritise work with the ability to meet demanding deadlines and to prioritise work unsupervised. | Essential | Application / Selection Process |
| 14 | Excellent communication skills with internal and external stakeholders | Essential | Application / Selection Process |
| 15 | Ability to suggest change and challenge existing procedures | Essential | Application/Selection Process |
| 16 | Ability to produce accurate minutes. | Essential | Application / Selection Process |
| 17 | Excellent proof-reading skills. | Essential | Application / Selection Process |
| 18 | Understanding of the Fire and Rescue Services and Local Government | Desirable | Application/Selection Process |
| 19 | Demonstrate commitment to good data quality within all areas of work. | Essential | Selection Process Only |
| 20 | Demonstrate an understanding of the importance of equality and diversity to WYFRS as an employer and service provider | Essential | Selection Process Only |