

# JOB DESCRIPTION



<b>Effective Date: 30 March 2026</b>	<b>Location: Hybrid (Swale House and Home Working)</b>
<b>Job Title: Personal Assistant to Directors</b>	<b>Grade: 5</b>
<b>Responsible to: Executive Support Manager</b>	<b>No. of Staff Responsible For: 0</b>
<b>PURPOSE OF JOB</b> To provide a high-quality, proactive and confidential PA service to Directors and Heads of Service, ensuring the smooth and efficient management of their workload through effective diary coordination, meeting planning, preparation of papers, minute-taking, and professional liaison with internal and external stakeholders. The role anticipates and responds to organisational priorities, enabling senior leaders to focus on strategic activity.  To provide accurate, timely and confidential administrative support to the Monitoring Officer on all member-related matters, including maintaining statutory registers, assisting with code of conduct processes, coordinating correspondence, and ensuring governance requirements are met.	

**MAIN ACCOUNTABILITIES**

1. To liaise with and act as a key point of contact between Directors, Members, senior managers, external partners, and stakeholders.
2. Support Directors in meeting corporate objectives by proactively managing information flow, forward-planning meetings and outputs, and anticipating organisational needs.
3. To manage internal communications from Directors, including drafting messages, coordinating updates, and managing requests for information.
4. To receive, triage and deal with or redirect incoming enquiries by email, telephone and post to ensure that necessary action is taken by the appropriate officer in a timely manner.
5. To ensure governance deadlines are met (management meeting timetables, Forward Plan inputs, etc). Logging, tracking and monitoring decisions, ensuring follow-up actions are completed.
6. To develop and maintain electronic filing systems to ensure information is available when needed.
7. To maintain the registers of interests and of gifts/hospitality for Swale and parish council members, and the register of interests for Swale officers.
8. To assist the Monitoring Officer in dealing with complaints against elected members under the code of conduct, and with other routine administrative functions as directed.
9. To assist with the Parish Precept process in accordance with the financial guidelines.
10. To provide administrative support to the Leader of the Opposition as directed.
11. To provide annual leave and sickness cover for the PA to the Chief Executive, PA to the Leader and Mayor, in their absence.
12. To be flexible in working arrangements in order to meet the needs of the service.
13. To undertake any other duties commensurate with the grade of the post, as required.

**MAIN ACCOUNTABILITIES**

- Commitment to the Council's Strategic Plan
- To undertake any training and development as required
- To comply fully with the Council's Equal Opportunity Policy
- To comply fully with the Council's Health and Safety at Work Policy
- To assist as required in the Council's Emergency Plan
- To comply fully with the Council's IT Security Policy

# PERSON SPECIFICATION

## Job Title: PA to Directors



Attributes:		Essential/ Desirable	Assessed By
Education, Training and Knowledge	<ul style="list-style-type: none"> <li>Five GCSEs at Grade 4 or above, including maths and English, or equivalent</li> </ul>	Essential	Application
	<ul style="list-style-type: none"> <li>Experience of working in an executive support or personal assistant role within a local authority or comparable organisation.</li> </ul>	Essential	Application
	<ul style="list-style-type: none"> <li>Ability to communicate at an advanced level, and to present information confidently and in a clear and understandable way to a variety of audiences both orally and in writing.</li> </ul>	Essential	Application /Interview
	<ul style="list-style-type: none"> <li>Excellent administrative skills, including proficiency with standard office software (Teams, Word, Powerpoint, Excel, Outlook).</li> </ul>	Essential	Interview /Test
	<ul style="list-style-type: none"> <li>Excellent minute taking skills and ability to log, track and monitor decisions, ensuring follow-up actions are completed.</li> </ul>	Essential	Application /Test
	<ul style="list-style-type: none"> <li>Demonstrating consistent attention to detail and ability to proofread or quality-check documents.</li> </ul>	Essential	Test
	<ul style="list-style-type: none"> <li>Excellent time management skills, with the ability to cope with conflicting priorities and to organise own workload so that deadlines are met.</li> </ul>	Essential	Test
Experience	<ul style="list-style-type: none"> <li>Excellent interpersonal skills, including the ability to work well as part of a team as well as on own and maintain confidentiality, discretion and diplomacy.</li> </ul>	Essential	Interview
	<ul style="list-style-type: none"> <li>Experience handling politically sensitive or confidential matters with a high degree of discretion.</li> </ul>	Essential	Application /Interview
	<ul style="list-style-type: none"> <li>Experience of maintaining professionalism and delivering quality work during periods of high workload or tight deadlines.</li> </ul>	Essential	Interview
	<ul style="list-style-type: none"> <li>Used to anticipating needs, identifying potential issues, and taking independent action to resolve problems.</li> </ul>	Essential	Interview
	<ul style="list-style-type: none"> <li>Have self-motivation, be forward thinking, proactive and an ability to work with minimal supervision</li> </ul>	Essential	Interview

## COMPETENCY PROFILE

The following should be noted in the production of a competency profile:

Honest	<ul style="list-style-type: none"><li>• Truthful and takes responsibility</li><li>• Act with integrity and keep commitments</li><li>• Build trust through fairness and transparency</li></ul>
Empathetic	<ul style="list-style-type: none"><li>• Listen actively and with care</li><li>• Respond with compassion</li><li>• Create a supportive environment for all</li></ul>
Adaptable	<ul style="list-style-type: none"><li>• Stay open to change</li><li>• Learn from challenges</li><li>• Adjust with a positive mindset</li></ul>
Respectful	<ul style="list-style-type: none"><li>• Treat everyone with fairness and dignity</li><li>• Listen to diverse perspectives</li><li>• Create an environment where all voices are heard</li></ul>
Together	<ul style="list-style-type: none"><li>• Works collaboratively for shared goals</li><li>• Support one another effectively</li><li>• Build strong, trusting relationships</li></ul>