



## JOB DESCRIPTION

**Job Title:** Personal Assistant to Regional Director

**Section:** Barnardo's NI Team

**Reports to:** Director Northern Ireland

### Line Manager and Budgetary Responsibilities:

**Direct reports:** Administrative support as required

**Indirect reports:** None

### Context:

Working as part of the Barnardo's NI Team, the Personal Assistant (PA) will provide comprehensive and professional administrative and secretarial support as well as co-ordinating official visits and managing projects for the Regional Director. Whilst the PA will primarily support one nominated individual, they will work flexibly so as to ensure adequate support is provided for all Regional senior management members during peaks in demand for support, as well as providing cover for holidays and sickness within the Barnardo's NI Team.

### Key working relationships:

**Internal contacts:** Chief Executive  
CLT

Corporate Leadership Group (CLG)  
Northern Ireland Regional Management Team  
Corporate Stakeholders, e.g. Finance, People, IS.

**External contacts:** As appropriate in line with the Director's remit but will include external stakeholders such as MPs, councillors, Local Authority Directors, senior civil servants, other EAs/PAs of senior public/voluntary sector employees.

### Job Purpose:

To provide a comprehensive, proactive and professional administrative service to support the nominated individual's workload; to work effectively within a small team with minimal supervision; and to act as first point of contact for the nominated individual's office. To lead on the co-ordination of official visits and manage key projects for the Director.

### Key Responsibilities:

- To provide efficient, confidential and timely administration support to the Director.
- To build effective working relationships with management at all levels up to the Chief Executive, and appropriate internal and external stakeholders; and working with the Barnardo's NI Team to support effective communications between all relevant Departments.
- To identify where administrative processes can be adapted and improved to support work of the section; making recommendations for change.
- To manage the work of the Administration Apprentice and other key staff members as required.

**Key Activities:**

- Act as first point of contact for the nominated individual's office; appropriately screening, redirecting and/or directly responding to enquiries.
- Manage the diary of the nominated individual in line with business priorities, arranging meetings/events and booking facilities.
- Respond to emails/correspondence in an appropriate and timely manner and ensuring the security and confidentiality of all data.
- Ensure the nominated individual is prepared in advance of meetings and events with agendas, relevant information and documents.
- Draft/edit meeting agendas and minutes and manage document/copy distribution.
- Attend meetings and take responsibility for capturing actions arising and ensuring they are followed-up and completed on time.
- Book executive travel, ensuring the best value for money, and deal with associated expenses.
- Maintain a clear and logical filing system.
- When directed by the line manager support any Northern Ireland Senior Management member at times of peak demand or to cover absence within the Barnardo's NI Team.
- Undertake projects to support the work of the Director.
- Where requested, support the Director with the preparation and drafting of reports and other written documents.
- When required, supervision of additional temporary admin staff during times of peak demand.
- Any other administrative or secretarial task in line with the key responsibilities of the role as directed by the line manager/Northern Ireland Senior Management team.

This Job Description and Person Specification reflect the duties of the post as they exist at this time and may be subject to changed based on the needs of the Department Programme. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

**Pre-employment checks will be required for the role.**



## PERSON SPECIFICATION

*All criteria are essential unless indicated as desirable (D).*

**Job Title:**            **Personal Assistant to the Regional Director**

**Please note:** Applicants must demonstrate in their application form that they currently use the skills outlined below or have used them previously in employment, education, training, volunteering etc.

### **Education/Knowledge**

- Educated to 'A level' or equivalent
- Level 3 or above NVQ in Business Administration (D)
- Understanding of business objectives and your role in supporting the achievement of these goals

### **Experience**

- Successful experience of working as a personal assistant/admin support to senior management
- Demonstrable experience of appropriate handling of confidential or sensitive information
- Experience of project management (D)

### **Skills/Abilities**

- Flexible, pro-active approach to work
- Able to multi-task, with the ability to prioritise and re-prioritise to achieve successful outcomes
- Fully computer literate including the Microsoft Office suite of programmes and the internet
- Well-developed written and verbal communication skills, with the ability to write concisely and accurately.
- Ability to build effective working relationships at all levels
- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues
- Able to use own initiative
- Able to work to tight deadlines and remain calm under pressure
- Highly organised and capable of maintaining efficient systems

### **Circumstances**

- Occasional travel may be required to provide offsite administrative support or attend meetings
- Will on occasions require unsocial hours working
- Flexibility to ensure that the Northern Ireland Region have the right admin support cover arrangements in place at the right time

## **Barnardo's Basis and Values, and Equality, Diversity & Inclusion (EDI) Code of Conduct**

Actively demonstrate Barnardo's Basis and Values and EDI Code of Conduct in all areas of work:

- Respecting the unique worth of every person
- Encouraging people to fulfil their potential
- Working with hope
- Exercising responsible stewardship

## **Competencies**

**Concern for Accuracy:** Acts to minimise errors and inaccuracies, maintaining high standards of accuracy and correctness in dealing with information and data. Adopting an orderly and precise approach to work paying careful attention to following standard procedures and ways of working

**Personal Growth:** Able to show adaptability and take advantage of new ways of doing things in addition to managing own personal learning and development.

**Problem Solving:** The ability to analyse in a logical way and identify patterns and connections which are not immediately obvious. The ability to sift out the essential elements from a mass of complex information and integrate and synthesise ideas and information into a coherent whole.

**Team Working:** Ability to working collaboratively and share information within and across the organisation and contribute to the effective delivery of Barnardo's services. Builds and maintains good working relationships with colleagues to foster team spirit, commitment to the team and achievement of shared goals.

**Customer focus:** Focuses on discovering and acting on the customer's needs. A commitment to putting the client first. Customers will include Northern Ireland Senior Management Team, members of CLG, 'internal' staff, external clients, and particularly the needs of children & young people.

### **Completed by the Pay and Reward Team / People Team**

Job Title	Director PA
Grade	E (A6)
Job Family	Enabling Services
Job Type	Professional
Compensation Region	Rest of UK
Job Function (NI only)	