

Job Profile

Job Title: Personal Assistant

Job Grade: Level 3, Zone 1

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all

You'll be a creative thinker who can use your knowledge, judgement and initiative to ensure that Directors' diaries and inboxes are managed in the most effective and efficient way. Enabling Chief Officers to focus on delivering their strategic objectives you will work closely with other Personal Assistants to ensure that departmental business is monitored and tracked.

To succeed, you will need to work closely with Chief Officers, Elected Members and a diverse range of internal and external customers. In ensuring that the highest levels of customer service are maintained, you will represent Chief Officers in a positive and professional manner.

You will also work closely with other Personal Assistants and Executive Support Leads in ensuring that professional and accurate meeting support is provided to Cabinet Member and Departmental Management team meetings.

About the role

We are seeking an individual to provide professional and excellent personal support to Executive Directors and Directors, that enables Chief Officers to focus on managing the strategic direction of the Council.

About you

- You will manage a busy schedule through effective Chief Officer diary management, proactively ensuring the best use of time for the Officer(s) that you support; using knowledge and judgement to help the organisation achieve its priorities.
- You will provide high level support in the management of correspondence, including inbox management, freeing up chief officer(s) time and building capacity.
- You will work closely with the Executive Support Lead to provide support to Cabinet Member, Departmental Management Team and other strategic meetings. By working in partnership with Officers, ensure that meeting papers are collated and distributed by the agreed schedule and that relevant actions are accurately recorded at the associated meetings.
- You will foster strong working relationships with the Chief Officer support group, sharing and implementing best practice.
- You will provide a seamless and flexible council wide chief officer support service, regardless of the individual role.
- You will provide support to Executive Directors and Directors to ensure that they are able to benefit effectively from the use of new technology and changes in ways of working.

- You will proactively look ahead to ensure effective forward planning enabling Directorate Management teams to plan for and meet strategic objectives.
- You will represent and communicate on behalf of chief officers, being the main point of contact for enquiries from internal and external stakeholders ensuring high levels of customer service are delivered.
- You will use a high level of judgement to apply knowledge ensuring appropriate and relevant issues and their linkages are highlighted in a timely manner to the chief officer(s) that you support.

Work Environment:

This post is office based and the postholder will be expected to work at other sites and to provide cover for similar roles. This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. The postholder will be expected to work as an advocate in modelling new ways of working by using innovative and imaginative thinking to enable the success in adopting flexible working practices.

Relationships:

The post holder will be required to liaise with various teams and services across the organisation. Key contacts will include Chief Officers, Elected Members, officers across all directorates, members of the public, Camden residents, local businesses, voluntary and statutory organisations, external agencies, officers in other local authorities, London wide bodies, central government and external providers of goods and services. Whilst providing personal support to the leadership of Camden, the postholder is likely to encounter matters that are confidential, contentious and complex and where potential outcome is likely to require considerable discretion.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,