

Job Profile

Job Title: Personal Assistant
Job Grade: Level 3, Zone 1
Salary Range: £37,716 - £42,392

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're not just home to the UK's fastest-growing economy, we're home to the most important conversations happening today. 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.

As a member of our Chief Officer Support team you will provide essential support to the leadership of Camden. Your role is key to ensuring that Chief Officers can focus on managing the strategic direction of the Council, confident that their administrative needs are being handled efficiently.

About the role

This is a collaborative role, requiring close cooperation with other Personal Assistants and Officers in the organisation to ensure that Directors' time is managed effectively. You will oversee a wide range of duties, including managing diaries, correspondence, and meeting logistics, all while maintaining confidentiality and professionalism.

Key Responsibilities

- **Diary & Inbox Management:** Manage the Director's calendar, coordinating meetings, events, and travel, and ensuring their time is optimally utilised, working at pace in a dynamic changing environment.
- **Correspondence Management:** Handle sensitive and high-priority emails and communications, escalating urgent matters when needed.
- **Meeting Support:** Manage agendas, prepare and distribute papers, and accurately record minutes and actions. Collaborate with senior teams and elected members to ensure effective meeting outcomes.
- **Process Improvement:** Identify opportunities to streamline administrative processes and share best practices with the PA team, embracing new technology where applicable.
- **Strategic Alignment:** Work closely with the wider team to ensure departmental activities are aligned with the Council's strategic goals, and proactively support Directors' priorities.
- **Stakeholder Communication:** Act as the main point of contact for internal and external stakeholders, ensuring effective and professional communication on behalf of the Directors.

About you

The ideal candidate for this role will be highly organised, resilient, and adept at managing conflicting demands in a fast-paced environment. You should bring:

- **Experience:** Substantial experience in providing high-level PA support at a senior level, ideally within local government or a similar dynamic environment.
- **Attention to Detail:** A meticulous eye for detail, ensuring accurate record-keeping and communication.
- **Resilience & Problem-Solving:** The ability to handle difficult conversations and challenging situations with professionalism, staying calm under pressure.
- **Effective Communication:** Exceptional customer service and interpersonal skills, building strong working relationships across all levels of the organisation.
- **Proactive & Innovative:** A forward-thinking approach, always seeking opportunities to improve workflows and adopt new technologies.
- **Team Collaboration:** A team player who supports colleagues and fosters a collaborative environment.

Work Environment:

This role requires flexibility and adaptability in response to the ever-changing needs of the service. While the primary office base is at 5 Pancras Square, you may be required to work from various Camden locations, including Camden Town Hall. A flexible and adaptable approach is encouraged, with a focus on collaboration and innovation.

People Management Responsibilities:

There are no people management responsibilities.

Relationships:

You will liaise with a wide range of internal and external stakeholders, including:

- **Chief Officers & Elected Members:** Providing administrative and operational support to senior leadership.
- **Internal Officers & Teams:** Collaborating with various departments across Camden.
- **External Stakeholders:** Engaging with Camden residents, local businesses, statutory and voluntary organisations, and external providers.

You will be exposed to confidential, sensitive, and potentially contentious matters, requiring a high level of discretion.

The post will be line managed by an Executive Business Manager in a small team of Personal Assistants.

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.