**Job Profile: Personal Assistant, North London Waste Authority (NLWA)**

This supplementary information for the Personal Assistants is for guidance and must be used in conjunction with the Job Capsule for the Business Services Job Family at Level 3 Zone 1 It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.

**Role Purpose:**

To provide professional and excellent personal support to the NLWA Managing Director that enables him/her to focus on managing the strategic direction of NLWA.

To work closely with and provide cover for the Personal Assistant to the Head of Operations (HoO) and Head of Legal & Governance (HoLG).

**Example outcomes or objectives that this role will deliver:**

* To manage a busy schedule through effective MD 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.
* Provide high-level support in the management of correspondence, including inbox management, freeing up the MD’s time and building capacity. Work closely with the PA to HoO and HoLG to provide support to NLWA’s 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.
* To foster strong working relationships with constituent borough councils’ Chief Officer PA’s and implementing best practice. To provide a seamless and flexible MD and Head of Service support service, regardless of individual role.
* Provide support to the MD to ensure that he/she is able to benefit effectively from the use of new technology and changes in ways of working.
* Proactively look ahead to ensure effective forward planning enabling NLWA Management teams to plan for and meet strategic objectives.
* Represent and communicate on behalf of the MD, being the main point of contact for enquiries from internal and external stakeholders ensuring high levels of customer service are delivered.
* 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 MD and Heads of Service that you support.

**Relationships:**

The post holder will be required to liaise with various teams and services across the organisation and its principal stakeholders. Key contacts will include Chief Officers, Elected Members, officers across NLWA and all borough directorates, members of the public, NLWA 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.

**Work Environment:**

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based at Berol House, Tottenham Hale, and the postholder may be expected to work at other sites and to provide cover for similar roles. 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.

**Technical knowledge and experience:**

* Ability to communicate with confidence at high level discussions, understanding the bigger picture and the strategic aims of NLWA.
* Excellent practical application of IT systems and software packages, including spreadsheets, databases, communication, file sharing and presentation programmes.
* Ability to work on own initiative, planning and prioritising work to manage conflicting priorities. To meet delivery deadlines, targets and agreed work standards, with minimum supervision
* Ability to think creatively and work with others to develop innovative solutions
* Appreciation of confidentiality requirements within the workplace.
* Ability to make accurate, logical and considered judgements.
* Experience of providing quality business management support for senior management level.

**Camden Way Five Ways of Working**

Camden is the employing borough for NLWA staff, and as such Camden’s ‘ways of working’ are applied at NLWA. In order to continue delivering for the people of the NLWA area in the face of ever increasing financial pressure, we need to transform the way we do things. As officers with a contract of employment with Camden, we call this the Camden Way. The Camden Way is a key part of Camden’s transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together. NLWA officers apply similar principles from the NLWA perspective.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**