

Secretary Job Profile

Service: Strategy & Governance	Grade Scale: Grade 2 Level 1
Reports to: Secretary to CEO	

Purpose of Job
The purpose of the role is to provide efficient administrative and organisational support to ensure the smooth day-to-day operation of the office. This includes managing communications, maintaining records, scheduling appointments, and supporting management to improve productivity and coordination.

Key tasks and responsibilities
Maintain, update and provide confidential and management information.
Produce a range of documents, reports and correspondence from various sources
Schedule, arrange and organise meetings, travel, accommodation and hospitality to effectively manage senior manager's time.
Liaise with a wide range of agencies, Elected Members Chief Officials, Council departments, public bodies and outside agencies.
To prepare and where necessary circulate reports, papers and correspondence identifying priorities and ensuring that deadlines are met.
Assist the Heads of Service with time management including the maintenance of an appointment diary and the arrangement of meetings, functions and appointments
Undertake the final drafting of appropriate papers and provide a full secretarial and administrative service to the Head of Service
Maintain filing systems/records and database etc and organise stationery and hospitality supplies.
To cover the CEO secretarial role as and when required

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	• Good standard of general education (e.g. GCSEs or equivalent), including English and Mathematics • Proficiency in Microsoft Office applications (Word, Excel, Outlook), gained through training or workplace experience	• Administration qualification

CRITERIA	ESSENTIAL	DESIRABLE
Skills, knowledge, experience	• Proven experience in an administrative or secretarial role • Strong organisational skills with the ability to prioritise workload effectively • Excellent written and verbal communication skills • Ability to manage diaries, arrange meetings, and coordinate schedules • Proficient in Microsoft Office (Word, Excel, Outlook) • Experience handling confidential and sensitive information • Ability to work independently and as part of a team • Strong attention to detail and accuracy • Good customer service and interpersonal skills • Ability to meet deadlines and work under pressure	
Personal Qualities	• Highly organised with the ability to manage multiple tasks and priorities effectively • Reliable, punctual, and able to work on own initiative • Professional and approachable manner when dealing with colleagues and the public • Strong attention to detail and commitment to accuracy • Ability to maintain confidentiality and handle sensitive information with discretion • Flexible and adaptable to changing workloads and demands • Positive attitude with a willingness to learn and develop new skills • Strong team player with the ability to build effective working relationships • Calm and composed under pressure	

CRITERIA	ESSENTIAL	DESIRABLE
Other	• Ability to maintain strict confidentiality at all times • Flexibility to work additional hours where required to meet service needs • Good understanding of data protection and confidentiality policies • Commitment to equality, diversity, and inclusion in the workplace Strong commitment to delivering high-quality administrative support	

Safer Recruitment Checks
As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.
• Asylum and Immigration right to work in the UK
• Reference check: external candidates require 2 references, one of which must be from your present or most recent employer: Internal candidates require 1 reference from current line manager.
• Candidate Disclosure Check, where applicable

Behaviour Framework
The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:
Own It – what can you do
• Are motivated to deliver the best possible services. • Aim to get things right first time and commit to continuous improvement. • Demonstrate fairness, inclusivity, valuing diversity and equality. • Ensure compliance with external/internal regulations and that you and others are responsible and accountable. • Take ownership of decisions and consider the wider implications for you, the team, and the organisation. • See a job through to completion. • Be accountable for outcomes good or bad.
Be a great team - what can you do
• Work together with colleagues and customers and take time to build effective working relationships. • Celebrate team success and create a positive team spirit. • Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves. • Encourage working together for the benefit of customers. • Works alongside internal and external colleagues to meet common objectives. • Actively and respectfully listens to people in order to understand them and their views.

- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

Be Positive - what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.