



JOB PROFILE

Post Identification:	Personal Assistant (PA)/Support Worker
Reports to:	Head of Administration
Job Purpose:	To provide comprehensive PA support for the Chief Executive, and Governance support to the Board of Trustees. To contribute to the wider management of the office and administration functions of the charity.

Principal Accountabilities:

1. Provide PA support to Chief Executive, including driving and attendance at external events such as businesses, meetings with people we support, networking events, providing appropriate support as directed.
2. Daily diary check-ins with Chief Executive, ensuring they have all the information they need to perform their role and to minimise interruptions.
3. Taking and producing notes or minutes at events and in meetings and helping to fill out any written forms.
4. Collating material for the regular Chief Executive's update and processing Access to Work paperwork for sign off.
5. Provide governance and secretariat services to Sight for Surrey Board, the Chief Executive, senior managers and staff, including the management and minuting of Trustee meetings/events (considering the accessibility needs of all Trustees), senior management team and staff meetings.
6. Provide assistance to Trustees and other Senior Managers.
7. Assist when required, to provide cover for front desk.
8. Assist when required in organisation and collation of bid or contract documents. Manage the holding of contracts and reporting schedule.
9. Assist when required in event organisation.

Work Context:

This is a full-time post. The role entails providing support to the Chief Executive, through clear communications, correspondence, diary management, some driving to meetings and events and support whilst there. As part of your Governance duties, clear and concise minutes or notes will be required from a variety of meetings. The post holder will understand the importance of accuracy, data protection and confidentiality, as the role also involves supporting the Chief Executive and Board of Trustees with personal information.

The majority of appointments/meetings/events will be Monday to Friday between 9am and 5pm, but there may be some occasional evening or weekend work (notice

will be given). A car driver with own vehicle is essential for this post because driving the Chief Executive to meetings and events when required is part of the role - mileage is paid at 45p a mile.

In carrying out the work, due notice will need to be paid to the needs of Trustees and people we support, many of whom may have vision or hearing loss and will need information in appropriate formats/interpreters. The task calls for tact and diplomacy. The variety of work involved needs good organisation, patience and time management.

Sensory Services by Sight for Surrey constantly needs to reassess its priorities in line with a changing funding environment and the needs identified by its members and the people to support. These factors are crucial to Sensory Services by Sight for Surrey's survival and need careful attention. In order for Sensory Services by Sight for Surrey to successfully manage these pressures there is a need for all staff to be flexible and work wherever their core skills are needed most. No one will be asked to carry out work for which they are not properly trained.

Competencies Required:

Strategic Management and Operational Management

Understands the objectives in the Strategic Plan and how these contribute to the mission of Sight for Surrey. Planning administrative work to meet timescales and standards.

Making Things Happen

Organising the priorities of self and others to ensure that quality administration is achieved. Demonstrate a consultative and informed approach to problem solving. Being able to liaise internally and externally within and between local authority, charity and commercial agencies. Managing crises effectively. Strives to move administration matters forward.

Developing Others/Team Development

Sharing your knowledge and skills with others. Supporting others in their development and contributing positively to team development.

Communication

Communicates information to the right people in a regular and timely fashion, using the best and most appropriate method possible. Ensuring that important communications are accessible to others. Demonstrating an understanding of the communication needs of vision impaired people and those who are hard of hearing/Deaf. Acting on feedback in order to constantly improve systems. Demonstrates a wide 'sense of awareness'.

Embracing Change

Seeking continuous improvement and being open to new ideas from above or below. Suggest where improvements to services could be made, through consultation with managers and staff. Adapt positively to change and feedback the impact of changes to the appropriate line managers.

Personal Impact

Making a positive impression on people as a consequence of their personal style, strengths, enthusiasm and credibility. Professionally managing conflict or adversity. Acting with integrity and in line with the principles of equal opportunities. Striving to develop the competencies that the organisation needs. Showing integrity, honesty and professionalism. Demonstrating personal authority and confidence and the ability to be flexible when necessary. Being visible and reliable, doing what is promised. Respecting the opinion and expertise of others.

Customer Focus

Building good professional relationships internally and externally and ensuring that feedback is acted upon without delay to improve services.

Use of IT

Using IT to its fullest potential and enabling others to do the same.

Skills and Experience:

Excellent administrative/IT skills, including experience of all Microsoft Office products.

Experience in minute taking, including the ability to take shorthand or speed written notes.

Good interpersonal skills, including telephone work.

Experience in work that requires confidentiality, patience and tact, with a good understanding of data protection.

A full driving license and own vehicle are essential.

Physical Requirements/Effort:

Able to undertake office-based work, as well as driving and acting as a guide.

Working Environment:

Office based, but with the ability to work from home non-contractually on occasions.