**Job Description**

**Job title: PA/Project Support Officer**

**Grade: 5 Post number: GLA2509**

**Unit: Intelligence Unit**

**Directorate: Communities & Intelligence**

Job purpose

Provide secretarial, administrative, project and research support services to the Assistant Director, and wider team which are responsive to their needs and contribute to making their role effective.

Principal accountabilities

1. Provide high level secretarial support to the Assistant Director, including
   * Diary management, email monitoring and assisting with prioritising activities.
   * Interact with a wide range of stakeholders at various levels.
   * Arranging meetings, collating agendas, distributing papers and taking minutes.
   * Ensure the Assistant Director is properly briefed on and familiar with the agenda in advance of all meetings.
2. Co-ordinate timely responses to Mayoral Returns and Corporate Governance requirements.
3. Provide project support to the Unit, maintaining data spreadsheets for project-related work and research topics on the web and other sources, as required.
4. Provide some administrative support to the work of the unit, including

* Providing administrative support, including minute taking, to team meetings, stakeholder and user groups.
* Coordinating responses to the Mayor’s correspondence that is allocated to the unit
* Raise purchase orders and complete goods received notices via the finance database to ensure the timely confirmation and delivery of required goods and services.
* Co-ordinate specific activities in the Unit, such as internal and external communication activities and events.

1. Contribute to the development of effective communication and information systems to support the Unit’s work.

6. Maintain key lines of communication and working relationships with senior managers, their personal assistants and other staff across the organisation to support the Assistant Director and the Team.

7. Undertake other administrative responsibilities as may be required on a flexible basis.

8. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London’s communities

9. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams

Dimensions

**Accountable to:** Assistant Director, Intelligence Unit

**Accountable for:** Resources allocated to the post.

**Person specification**

**Technical requirements/experience/qualifications**

* + 1. Evidence of providing high-level secretarial support to a senior manager.
    2. Proven experience of using IT systems including MS Outlook, spreadsheets and databases, with significant experience of excel spreadsheets.

**Behavioural competencies**

**Stakeholder Focus**

… is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.

Level 1 indicators of effective performance

* Listens to understand requirements without making assumptions
* Demonstrates an enthusiastic and ‘can do attitude’ to all requests
* Provides timely, accurate and personalised responses
* Provides a polite and helpful first point of contact for stakeholders
* Learns from feedback to improve personal service to others

**Communicating & Influencing**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 1 indicators of effective performance

* Represents self and team positively within the organisation
* Speaks and writes clearly and succinctly using appropriate language that is easy to understand
* Considers the target audience, adapting style and communication method accordingly
* Communicates persuasively and confidently
* Checks for understanding

**Planning and Organising**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches

to deliver work on time and to a high standard

Level 1 indicators of effective performance

* Plans and prioritises own workload to meet agreed deadlines
* Advises colleagues or manager early of obstacles to work delivery
* Perseveres and follows work through to completion
* Checks for errors to ensure work is delivered to a high standard first time
* Effectively juggles priorities

**Problem Solving**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 1 indicators of effective performance

* Breaks down work issues, seeking further information if necessary
* Provides workable solutions to solve immediate work problems
* Makes suggestions and implements improvements to personal work processes
* Actively supports new initiatives and tries different ways of doing things
* Learns from others’ experiences

**Organisational Awareness**

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly

Level 1 indicators of effective performance

* Understands the structure and statutory responsibilities of the GLA
* Understands how own role and work contributes to team and organisational objectives
* Understands the role of the GLA, the Mayor and the Assembly in relation to Londoners
* Is sensitive to the culture and political context of the GLA and uses it to work effectively
* Treats GLA information as sensitive and confidential

**Responding to Pressure and Change**

… is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 1 indicators of effective performance

* Stays calm in pressurised and demanding situations
* Responds flexibly to changing circumstances
* Recognises when unable to cope and asks others for help
* Demonstrates openness to changing work priorities and deadlines
* Maintains personal well-being and achieves a balance between work and home life

***Reasonable adjustment***

*Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work*