

JOB DESCRIPTION

PA to Executive Director(s)

Post Ref	2.2, 3.7
Reporting To	Relevant Executive Director
Pay Band	EO
Line Management, Accountable for	NA
Budget Management	NA

Job Purpose

To provide effective and efficient high-level executive support including the prioritisation of work, diary management, meetings management and communication, document production, quality assurance and governance. Ensuring all aspects of the administration, planning and coordination of work streams is managed effectively and efficiently.

Key Accountabilities:

- Act as the first point of contact for both Executive Directors and Directors and, maintain the effective working of their offices in their absence.
- Maintain the highest level of confidentiality and adherence to policies and procedures.
- Manage diaries by scheduling, prioritising and managing appointments, travel arrangements and papers for meetings
- Managing correspondence, track incoming and outgoing correspondence and ensure replies are produced within the required timeframe.
- Read and prioritise incoming correspondence and prepare draft responses as appropriate. Ensure that cyclical and management deadlines for reports, reviews, budgets are met.
- Establish and maintain systems and procedures to support the efficient running of the office.

- Maintain effective communication and working relationships with key partners and stakeholders at an operational level; the organisation's senior management team and key internal and external stakeholders
- Provide advice and support to stakeholders. Undertake research and other activities as required.
- Attend specific meetings and take notes, draft minutes and action recommendations as required.
- Provide support to other members of the Directorates as necessary.
- Manage and organise external/internal events as required

Corporate Accountabilities:

- Act as a role model for Ofqual's values and professional standards
- Support the Directorate with the delivery of the business and corporate plan for your area.
- Contribute to continuous improvement in your own area of responsibility.
- Support your manager with risk management by reporting/escalating any identified risks or issues, as appropriate.
- Be fully aware of and actively comply with Ofqual's policies and procedures relevant to your own responsibilities and to corporate policies and procedures including equality, sustainability and the environment, health and safety and data protection.
- Perform any other reasonable duties as directed by line management.

This list should not be regarded as exhaustive and the post holder will be expected to deliver other duties relevant and appropriate to this post.

PERSON SPECIFICATION

Experience

Criteria	Essential (E) or Desirable (D)
Experience of providing PA service at Executive Director/Director level.	E
Complex diary and correspondence management at a Director level.	E
Develop and maintain good working relationships and experience of building and managing relationships with senior officials.	E
Dealing directly with external customers/partner bodies.	E
Office management experience.	E
Dealing tactfully with sensitive issues.	E
Working to meet tight deadlines.	E
Experience of operating confidently at a senior level, within a highly confidential environment, exercising tact, diplomacy and complete discretion.	E

Skills and Abilities

Criteria	Essential (E) or Desirable (D)
Numeracy, financial management and budgetary skills.	E
Accurate time management and prioritisation.	E
Able to take responsibility within defined parameters.	E
Analytical and practical.	E
Able to work autonomously and an excellent team player.	E
Excellent written and oral communications skills.	E
Tactful and diplomatic.	E
Able to solve or pre-empt problems.	E
Excellent interpersonal skills, with the ability to deal effectively with staff at all levels in order to provide an excellent level of customer care.	E
Excellent planning and organisational skills, including the ability to make judgements about competing priorities and identify resources accordingly.	E
Strong influencing and negotiating skills.	E
Ability to use appropriate IT applications effectively (including Outlook, SharePoint, Word, PowerPoint and Excel).	E

Knowledge including qualifications

Criteria	Essential (E) or Desirable (D)
BTEC Level 3 Business Administration or equivalent experience gained whilst working in a similar role.	E
Understanding of the role of a regulator.	D
Understanding of the education system.	D

You will be required to evidence the essential criteria in your application, and if successful, at interview. Additionally you may also be required to complete online tests, exercises, scenarios and/or psychometric testing.