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| **JOB DESCRIPTION** |  |

**Job title: Governance Assistant**

**Grade: Grade 4**

**Directly responsible to: Business Support Team Leader**

**Directly responsible for: N/A**

**Location: Office of the West Midlands Police and Crime Commissioner**

**Job Purpose:**

To provide clerical and administrative support to meet the organisational needs of the Office of the Police and Crime Commissioner.

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| **Main duties and responsibilities:** |
| 1. Provide general clerical and administration support to include filing of records, sending emails and administration of post and mail. 2. Arrange and service meetings, including the production of accurate and high quality minutes or notes. 3. Organising events and training, ensuring all relevant delegates are invited and dealing with correspondence regarding bookings and sending out follow up resources. Including booking venues, catering and providing reception services etc. 4. Supporting the collation, logging and monitoring of feedback. 5. Respond to telephone, email and face to face enquiries and provide excellent customer service. 6. Maintain and operate efficient and effective record keeping and filing within shared systems ensuring they are updated and stored appropriately. 7. Keeping distribution lists up to date, and supporting around disseminating opportunities/updates to stakeholders. 8. Maintaining the shared calendars to ensure all meetings are present and up to date. 9. Produce and maintain a wide range of documents, databases, presentations, spreadsheets etc. |
| **Other responsibilities:** |
| * Provide excellent customer service * Forge and maintain effective working relationships with all colleagues and other organisations locally, regionally and nationally * Attend events and forums where support is required. * Take personal responsibility for personal and professional development and maximise own resources in a way with reflects the values of the OPCC. * Work closely with other colleagues to improve operational practices and effectiveness. * Ensure compliance with all OPCC policies, procedures and practices. * Undertake projects/activities as required working across a range of functions within the OPCC. * Promote diversity and racial equality, ensuring that all activities and matters have proper regard for equality and diversity issues. * Undertake additional duties as are reasonably commensurate with the level of the post. |

**Personnel Specification**

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| **FACTORS** | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| Qualifications | * GCSE level with at least 5 GCSEs Grades A-C to include English and Mathematics. Or the equivalent. Or experiential learning | * NVQ Business Administration or equivalent | Application form |
| Experience of | * Administrative, business and clerical support within an office environment * Maintaining and operating efficient and effective record keeping and filing systems ensuring they are updated and information is stored appropriately * Producing a range of high quality documents and presentations for a range of audiences * Dealing with telephone calls and providing appropriate responses | * Working in a political environment. * Working with senior managers and officials * Carrying out research * Analysing and presenting data * Organising events, forums and meetings * Attending and recoding accurate and concise minutes of meetings * Diary management | Application form |
| Knowledge and skills | * Excellent communication and presentation skills * High standards of written English * Excellent customer services skills * Ability to utilise a full range of standard office IT software/ packages * Organisational skills * Prioritising workloads * Building networks and relationships | * Ability to support colleagues in the use of standard office IT software/ packages | Interview  Test |
| Personal Qualities | * Proactive ‘self-starter’ * Flexible to respond to changing commitments and deadlines * Ability to work on own initiative and prioritise workload * Ability to work as part of a team to achieve objectives * Political sensitivity and astuteness * Promote diversity and racial equality * Commitment to continuous professional development |  | Interview |