

JOB SPECIFICATION

GRADE: Personal Secretary

DEPARTMENT: Any department

RESPONSIBLE TO: Head of Department

The main duties and responsibilities of the post are:

Typing:

This can include the full range of shorthand/audio work including substantial amounts of lengthy audio transcriptions plus copy typing. Although probably forming the largest single item of work as mentioned above, the vast bulk, if it should be for the senior officer(s), to whom the post is allocated should not be excessive to the detriment of good quality clerical or secretarial duties. Input may be from manuscript, typed text, audio, shorthand or electronic/magnetic source. Output may be prepared on any computer with word processing packages.

Telephone:

Taking incoming telephone calls, answering simple enquiries and passing others to appropriate persons. Intercepting and obtaining calls, monitoring and taking notes of calls as directed, redirecting calls to other officers/sections on the basis of a knowledge of subject or work area. The operation of small desktop telephone switchboards.

Correspondence:

Opening and recording of incoming mail, redirecting work by subject matter to other branches; filtering 'trivia' and irrelevant circulars; acknowledging invitations and personal correspondence; handling and keeping papers; including those of a classified or 'Restricted' nature; obtaining and attaching relevant previous papers to correspondence before submission to senior officer(s); operating bring forward system and hastening procedures for replies to correspondence.

Filing and papers:

Systematically maintaining papers, which need to be retained by senior officer(s). Such a system could entail keeping loose papers, suitably cross-referenced, in a series of folders or envelopes to facilitate prompt retrieval. Obtaining papers and files from registries as necessary; making up file covers; conducting searches for files and papers; preparing papers for meeting including making up folders; undertaking the urgent delivery of papers within an immediate location; reading periodicals, Hansard etc and marking extracts of potential interest.

Meeting/appointments:

Keeping a diary on behalf of the senior officer(s) without prior consultation. Despatching or telephoning invitations for internal meetings, booking travel and accommodation arrangements for senior officer(s), booking conference rooms or checking facilities for meetings, receiving visitors, taking notes at small internal meetings, e.g. regular Departmental staff meetings.

Miscellaneous:

Clerical and secretarial tasks, including preparation of expenses claims; undertaking photocopying duties; monitoring stationery stores and ordering new stores and equipment.

Personal Secretaries may be employed on miscellaneous tasks such as operating simple office machines, provided these tasks do not occupy more than a small percentage of the total time.

A Personal Secretary may have responsibility for the day-to-day supervision of a small number (generally two or three) of other staff who are organisationally part of the same office, usually these will be Typists or Clerk/Word Processors but may exceptionally include other grades.

PERSON SPECIFICATION – PERSONAL SECRETARY

<u>CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
Qualifications:	<p>Two GCSE (or GCE 'O' Level) passes at grades A, B or C or two CSE grades 1, or two CEE grades 1, 2 or 3 one of which must be in English Language, or</p> <p>Full GNVQ (Intermediate) pass or BTEC (Intermediate) pass or BTEC (First Diploma) pass, together with a GCSE (or GCE 'O' Level) pass at grades A, B or C or CSE grade 1 or CEE grades 1, 2 or 3 in English Language, and;</p> <p>OCR/RSA Stage III (Advanced) in typewriting/word processing skills or OCR/RSA Stage II (intermediate) with Distinction, or other qualifications providing evidence of proficiency in both, Word Processing and Audio typing at an equivalent level, and;</p> <p>Accredited Audio Transcription qualification.</p>	
Experience:	<p>Candidates must have at least 2 years' recent secretarial/clerical experience.</p> <p>Experience in Audio Typing.</p>	Dealing with the public.
Knowledge:		Computer literacy in dealing with Microsoft Office i.e. standard MS Word and data processing, spreadsheets & communication packages.
Key Skills and Behaviours:	<p>Effective communication and good organisational skills.</p> <p>Ability to act on own initiative.</p> <p>Able to display discretion and a professional and respectful manner at all times.</p> <p>Ability to work under pressure, meet tight deadlines and use initiative to prioritise workloads.</p> <p>Ability to keep an office diary meticulously and able to display good telephone techniques.</p>	
Other Requirements:	<p>Able to work after normal working hours, as required.</p> <p>Look presentable at all times and convey an appropriate image.</p>	