



# Job Description

**Job Title:** Personal Assistant

**Career Level:** Level 4

**Department or Business Sector:** Operations Admin

**Location:** Ansty, Coventry

**Reporting to (manager’s job title):** HR Director

*Please read the notes on pages 2 and 3 before completing these sections.*

Heading:	Description
<b>1. Job Purpose</b>	<ul style="list-style-type: none"> <li>• To provide comprehensive administrative support to the Executive Team Member(s)</li> <li>• To ensure the Directors receive the support and information necessary to run all aspects of the MTC business effectively, in line with the business plan.</li> <li>• To ensure confidentiality is maintained at all times.</li> <li>• Provide wider administration support for the team.</li> <li>• Provide cover/assistance for other PA's within the MTC Group.</li> </ul>
<b>2. Communication</b>	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills, with the ability to communicate effectively with people at all levels, both written and verbal.</li> <li>• Clear and precise communication given in a timely manner to key stakeholders</li> </ul>
<b>3. Innovation</b>	<ul style="list-style-type: none"> <li>• Proactive and flexible approach to work with the ability to take responsibility for achievement of tasks</li> <li>• Research and provide internal and external information for the MTC Directors as required.</li> </ul>
<b>4. Knowledge</b>	<ul style="list-style-type: none"> <li>• Strong secretarial/administrative skills with previous 6+ years' experience working in a similar role, including formal minutes and actions. Strong numeracy and literacy skills.</li> <li>• Sound commercial and financial awareness.</li> <li>• Excellent experience and knowledge of the Microsoft suite packages.</li> <li>• Good customer relations skills.</li> <li>• Able to work independently and within a team-focussed environment.</li> <li>• Able to respond to frequently changing priorities and handle a diverse workload.</li> <li>• High level of personal integrity.</li> </ul>

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	<ul style="list-style-type: none"> <li>• The ability to recognise and maintain confidentiality and use discretion at all times.</li> <li>• Ability to achieve defence clearance status.</li> <li>• Production of monthly and quarterly operations/board papers.</li> </ul>
<p><b>5. Person Specification</b></p>	<p>All aspects of the role are to be carried out as an exemplar within the business in adhering to the MTC RIGHT way:</p> <ul style="list-style-type: none"> <li>• Acting responsibly, putting MTC’s interests ahead of personal ambition;</li> <li>• Providing inspirational leadership to all who come in contact with you;</li> <li>• Delivering in the broadest sense a great working environment;</li> <li>• Leading with humility, honesty and integrity in all that you do;</li> <li>• Promoting teamwork, supporting through difficult times and collectively celebrating our successes.</li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>• Diary management for MTC Directors, arranging meetings, co-ordinating room bookings and catering as appropriate</li> <li>• Co-ordinate travel arrangements, car hire, chauffeur travel, train tickets, air travel and hotel bookings.</li> <li>• Create and maintain a confidential filing system.</li> <li>• Manage the MTC Directors calendars and ensure they have appropriate papers ahead of meetings.</li> <li>• Attend meetings and take minutes.</li> <li>• Collate and distribute papers for meetings as required.</li> <li>• Undertake general typing and administration duties as requested by the MTC Directors.</li> <li>• Any other duties as appropriate to the grade and role of the post holder.</li> </ul>

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**Definitions**

**1. Job purpose:**

*Provide an overview of the job, its context in the company;*

*Describe the level and scope of influence and authority that the position should have (is this within the immediate job area or more widely across a business unit or potentially the business as a whole?);*

*Describe the level of impact by reference to the daily scope of the role – does the role holder follow clearly defined procedures under close supervision or is there latitude to set objectives or even strategies?*

**2. Communication:**

*Outline the scope, extent and nature of the communication that this role is responsible for, on a regular basis;*

*What communication skills are required? (to convey information, to reach agreement, to manage communication?);*

*What is the context: internal or external?*

**3. Innovation:**

*To what extent is the role holder required to identify, develop and make improvements to ideas, techniques, procedures, services or products?*

*What is the level of complexity? (are problems generally in one area and well defined or are they multi-dimensional?)*

*Is the role holder expected to make minor changes or to enhance or replace entire processes?*

**4. Knowledge:**

*What is the nature and extent or depth of knowledge required in this job to achieve objectives and add value?*

*Knowledge may be acquired through formal education and/or work experience;*

*First specify the depth of knowledge to be applied and then identify whether the role holder would apply the knowledge as a team member, team leader or manager of teams.*

**5. Person Specification:**

*The type of person suitable for the role:*

*For example, does this require someone who enjoys working with lots of detailed data, or someone who enjoys working with customers or potential customers;*

*Would this role be suited to someone with high levels of resilience and an aptitude for working under pressure, to meet deadlines?*

*What sort of prior experience would be necessary or helpful?*