



Personal Assistant to Head of Service

Salary: Band 6, £27,363 to £31,067 per annum

Contract: Fixed Term/Secondment until June 2026

Hours: Full time (37 hours per week)

Portsmouth Local Authority is committed to safeguarding and promoting the welfare of children, and young people, and expects all staff and volunteers to share this commitment, to improve outcomes for children.

Every post is subject to PCC and Portsmouth Safeguarding Children's Board safer recruitment procedures.

The Service

In Portsmouth we are passionate about all our children and young people enjoying a healthy, happy, and safe childhood that gives them the opportunity to get the best out of life and a good transition into adulthood.

The Children and Families Services supports and protects Portsmouth's most vulnerable children and young people enabling them to lead safer, healthier, and more fulfilling lives. It also acts as the corporate parent for the city's Looked After Children.

What is the role?

You will provide a high level of Personal Assistant support to the Heads of Children and Families and the Deputy Director of Children's Service. As part of a small team of Personal Assistants to the Senior Management Team, you will work together to ensure the smooth running of the day-to-day administration for the Senior Managers of Children and Families Services.

You will also provide Personal Assistant support to the Director of Children, Families and Education (DCS), to keep business continuity during the Personal Assistant's annual leave of absence.

Your duties will include:

- Calendar management - pro-actively maintaining, prioritising, and resolving conflict in the Senior Management Teams diaries. Scheduling regular meetings and panels, ad-hoc meetings, supervisions & personal development review (PDR) meetings.
- Email & Correspondence management - Pro-actively managing the Senior Management emails, correspondence and meeting requests and responding to emails where appropriate when Senior Management are on annual leave. Signposting emails and correspondence to the appropriate person in a timely manner.
- Drafting and typing letters and maintaining paper and electronic files.
- Responsibility for dealing with phone calls from both internal and external callers maintaining a calm and efficient manner.
- Liaison with Council Members and other external agencies on a regular basis often dealing with highly sensitive information.

- Responsibility for pulling together agendas and papers for meetings, facilitating and minute taking in meetings of an often complex, sensitive, and confidential nature. Ensuring that minutes, actions, and papers are circulated within agreed timescales.
- Co-ordination of responses in line with statutory timescales in relation to complaints and enquiries from clients, councillors, and representatives from other agencies.
- Ofsted - supporting the preparation for Ofsted inspections, providing specialist administrative support, co-ordinating Ofsted regulation reports ensuring timely review by the Senior Management Team. Ensuring ongoing registration requirements are adhered to.
- Finance - raising of purchase orders and ensuring timely payment of any invoices received.
- Assisting Senior Management with recruitment processes and induction programmes.
- Co-ordinating and facilitating workshops and learning sets where changes in regulations/procedures are communicated to front line staff to ensure good social care practice is maintained.
- Always maintaining a professional image as a representative of the Senior Management Team for Children and Families Services both within the service and with external partners.

Who is the person?

You will have:

- Experience of working for a Head of Service Senior Manager (or equivalent) providing a high-quality Secretarial/Personal Assistant service.
- Excellent IT skills in Microsoft Office applications (including Word, Excel, PowerPoint and Outlook) and experience of using databases.
- Good literacy and numeracy skills. GCSE level or equivalent in English and Maths is required due to the administrative work involved in the role.
- An ability to take concise minutes and capture actions accurately at complex meetings often of a sensitive and/or confidential nature ensuring minutes, actions and papers are circulated within agreed timescales.
- Excellent communication skills, both written and verbal and excellent interpersonal skills as you will be dealing with people from all walks of life, including elected Council Members, other local authorities, partner agencies and members of the public.
- Experience of managing diaries and meetings, with the ability to prioritise effectively.
- Excellent organisational skills to enable you to manage a demanding workload and meet tight deadlines.
- The ability to maintain strict confidentiality, as you will be dealing with confidential and sensitive information.
- A good awareness of Data Protection and Safeguarding Issues.
- A self-motivated, proactive attitude to work with an ability to anticipate potential problems and to solve them.
- Good attention to detail and accuracy when completing work. A high standard of presentation is required as reports and letters will be sent to Council Members and important stakeholders.
- To demonstrate personal resilience and professionalism when exposed to explicit and emotionally challenging information, for example, in relation to child maltreatment and abuse.
- A customer focus (internal and external) and be able to demonstrate consistently high standards of customer care and customer service.



- An understanding and empathetic approach to the work of Children's Social Care.
- Experience of working in Children's and/or Young People's Services (desirable).
- The ability to work well as part of a team (desirable).
- A flexible attitude to work as the office needs to be covered by the team from 8.30am – 5pm. You will also occasionally be called upon to take minutes of meetings that are outside of core office hours, so you may be required to start early, or finish late (desirable).

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.