

<b>Job title</b>	<b>Personal Assistant</b>		
<b>Job family</b>	<b>Business Management &amp; Administration</b>	<b>Proposed Band</b>	<b>B</b>

<b>Job purpose</b>
To provide administrative support to a group of managers acting as first point of contact for a range of internal and external stakeholders.

<b>Key responsibilities and accountabilities</b>
<ul style="list-style-type: none"> <li>• A good communicator with knowledge of the managers or activities they support, the job holder will act as the first point of contact handling complex and confidential situations and requests in a timely and effective manner.</li> <li>• Organise events and meetings, including the booking of venues, travel and accommodation.</li> <li>• Provides some diary management services, including the management and scheduling of key calendar appointments ensuring effective use of managers’ time.</li> <li>• Frequently liaise with various internal and external contacts, screening and prioritising all forms of incoming communications.</li> <li>• Maintain, efficient and effective filing system, ensuring all documentation catalogued and organised using internal systems.</li> <li>• To undertake other duties appropriate to the post, including the collation and preparation of invoices, raising purchase orders and processing expenses, providing assistance to the managers.</li> <li>• Prepare documents, presentations and other materials to a clear brief, using established formats and standard software.</li> <li>• Prepare straightforward analysis, manipulation and interpretation of data.</li> <li>• Dealing with routine issues and coordinating more complex responses, ensuring that these are delivered in a timely and effective manner.</li> <li>• Responsible for co-ordinating team IT requests, user administration, systems access and record keeping. Working with the lead asset manager to ensure those who are joining or moving to the department are equipped appropriately with the correct IT assets, and leaver’s assets are safely returned.</li> </ul>

<b>Knowledge, skills, training and experience</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience of providing designated support at managerial level in a range of organisations.</li> <li>• Proven experience of organisation, diary management and planning skills.</li> <li>• Organised with ability to prioritise own workload effectively, to co-ordinate activities and conflicting demands to ensure that tight deadlines are met.</li> <li>• Effective communication skills, with the ability to work well with range of people at all levels.</li> <li>• Good ability to develop strong working relationships with stakeholders at all levels of the organisation and externally.</li> <li>• Strong computer literate skills, with extensive demonstrable experience of office software packages (i.e. Word, Excel and PowerPoint).</li> <li>• Ability to use own initiative, be proactive and deal with specific queries as they arise.</li> <li>• Attention to detail and practical experience of gathering, analysing, collating complex and confidential information</li> <li>• Diary management experience.</li> </ul>

**Desirable**

- Media sector experience.
- Relevant business administration qualification.

**Job impact**

**Decision making**

- Projects, assignments and ongoing work are undertaken with direction.
- Clearly defined objectives, directed by a combination of management, guidelines, processes and precedent.
- Operates within a month planning timescale. Managerial guidance and support will be available.

The job holder will perform a range of administrative tasks to senior manager/directors, and will display an appreciation and understanding of methods, systems and procedures gained through practical experience of operating at a similar level.

The work involves the exercise of initiative and judgment relating to resolving confidential and sensitive information, escalating complex issues where necessary.

**Scope**

- Financial. Role/team dependent
- Employees. n/a
- Other. Role/team dependent

**Other information**

**For Reward team use only**

Job Code

Definition:

Support

*This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.*

**Appendix**

There may be sub-sets of the generic job described above which require additional technical skills. This appendix to the generic job description can be developed to cover such situations.

<b>Division</b>	BBC Content
<b>Reports to (title)</b>	
<b>Location base</b>	London

<b>Organisation structure</b>	

<b>Additional job specific responsibilities and accountabilities</b>	
<p>To provide professional and well organised administrative, secretarial and PA support at a senior level in BBC Television.</p> <p>To act as the first point of contact for senior managers to help create a positive impression for both internal and external contacts.</p> <p>To effectively manage complex diaries, to assist managers in making each day as effective as possible and ensuring that they are in the right place at the right time with the right information.</p> <p>To contribute to ad hoc projects as necessary and to proactively assist managers in meeting meet their business objectives.</p> <p>Act as a key champion of change in the division, demonstrating a proactive approach including exploring how new technology and ways of working can contribute to team and divisional objectives.</p> <p>Be a key part of a cohesive and supportive team of PAs and Team Assistants in Television, working collaboratively to ensure that the needs of the business are supported.</p>	

<b>Approval</b>	
<b>Manager</b>	Name and job title
<b>HR Business Partner</b>	Name

**JOB DESCRIPTION**



<b>Date</b>	
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