# Personal Assistant

## Role Description

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| Salary grade: |  | B |
| Reference number: |  | PA |
| Team: |  | Arts |
| Reporting to: |  | Directors - Arts Development, or Arts Engagement, or Arts Funding Services  |
| Line managing: |  | No line management responsibility |
| Location: |  | Flexible – can work from any Arts Council office |
| Travel: |  | Occasional |

### The Arts Council of Wales

Arts Council of Wales is an independent charity, established by Royal Charter in 1994. It is a Welsh Government Sponsored Body whose members are appointed by the Welsh Government.

The Welsh Government provides the majority of our funding. We also distribute funding from the National Lottery and raise additional money for the arts where we can from a variety of public and private sector sources.

We’re ambitious for the arts in Wales. Our vision is of a creative Wales where the arts are central to the life and well-being of the nation, making our country an exciting and vibrant place to live, work and visit. The success of our vision depends on the imagination and creativity of our artists, the quality of their work and the efforts that are made to reach out to and inspire audiences. We work to create the environment in which ambitious, enterprising artists can grow and flourish, where as many people as possible enjoy and take part in the arts.

### Our values

As a public body we’re expected to uphold the highest standards of accountability and openness. We also value creativity and innovation. Our staff often work together in groups and teams to achieve our programmes of work. We place particular emphasis on flexible, collaborative working and support our staff to nurture and develop these skills.

### About this role

The Arts Team is at the heart of the delivery of the Arts Council’s priorities. Team Members will have a mixed portfolio of individual responsibilities and corporate projects. The PAs play a key role in helping to support and coordinate this activity.

PAs ensure the effective delivery of the Team’s activities by providing a high quality administrative service that assists flexible/mobile working. This includes the coordination of communication, correspondence and appointments. It also involves the planning, organisation and administration of Team meetings.

These three members of the PAs Resource will focus on support for the three Arts Directors, providing support to the wider Team as duties allow. Unless located in the Cardiff office, PAs might also have responsibilities for ensuring that Arts Council offices are appropriately managed and maintained.

### Principal responsibilities

Administration – provides support and assistance to the Director, Portfolio Managers and other Team members including:

* the management of Directors correspondence, phone calls and emails and responding on the Director’s behalf
* co-ordination of Director’s attendance at events and meetings, and ensuring the Director’s diary is appropriately managed and maintained
* the planning, organisation and minuting of meetings and following up on action points as necessary
* ensuring records and files are accurate and up to date and providing support in record-keeping to the team by being lead users in SharePoint
* preparing itineraries and organising travel and accommodation for the Director and other Team members throughout the UK and abroad
* ensuring appropriate maintenance and management of Arts Council offices (if
appropriate)
* providing administrative cover for other PAs and the Executive Assistant when required
* ad-hoc translation of documentation.

Governance – supports the Directors, Portfolio Managers and Council Members in the preparation of papers and documents, and the organisation, customer care and minuting of Committee meetings, following up on action points after meetings.

Project management – assists in the delivery of projects and tasks by:

* assisting in the preparation of project plans
* collating data and information that assists the Portfolio Managers and Directors in monitoring the progress of project plans
* assists in the procurement of services by providing assistance in developing the brief, assist with managing the tender process, drafting contracts and monitoring payments and delivery through to completion
* ensures best value for money when purchasing external services
* arranging internal and external meetings and events, as appropriate, for relevant staff and/or stakeholders.

Communications and co-ordination – ensuring that relevant information is communicated effectively and promptly to colleagues working remotely (this includes the organisation of Team meetings other fora and associated activity).

Assist with the preparation of relevant information for publication across Arts Council platforms.

Relationship management – ensures a high standard of customer service in dealing with the public, contractors and other project stakeholders.

Liaises with Arts Associates, Resilience Associates, and external consultants and assists them in the delivery of their responsibilities.

Taking responsibility for welcoming visitors and answering and re-directing switchboard calls.

Events – assists in the planning, co-ordination and administration of events, providing support at conferences, symposiums and workshops as required.

Finance – responsible for the day to day administration of the team budgets ensuring the management accounts are checked and signed off accurately every month.

Using iPOS financial system to raise purchase orders, process invoices and set up new suppliers.

Responsible for accurately checking and completing the Director’s credit card and personal expenses using the Expense at Work system.

Accurately processing members travel and subsistence claims.

Undertake Direct Funding notices for the Director and Portfolio Managers as required.

Advocacy – promotes a positive profile of the Arts Council and the activities that it supports.

Corporate compliance – adheres to those policies that protect the Arts Council and its staff against potential exposure to reportable risks and incidents. These include Anti-Fraud, General Data Protection Regulations, Welsh Language Standards, Wellbeing of Future Generations and Cyber Security/ICT use. (Staff responsibilities are defined in the relevant Arts Council policies.)

Additional duties – any reasonable duties consistent with the above.

### Knowledge, experience and attributes

We want to attract to our organisation people who have an interest in the arts, a commitment to the principles of open and accountable public service, and the flair to work with a diverse range of customers. We believe in setting the highest standards in all aspects of our work. Every member of staff is therefore an ambassador for the company and we expect everyone to respect and uphold our reputation.

We aspire to be an innovative, forward looking organisation. We look to our staff to work collaboratively with each other to ensure that we’re efficient, effective and useful.

We take for granted that our staff will be competent in their management of routine administration and that they’ll have developed good organisational skills. So we’re particularly interested in staff who have the ability to work imaginatively and flexibly to tackle the challenges that they’ll face – staff who have the initiative and drive to thrive in a busy work environment and who derive satisfaction from achieving ambitious and stretching targets.

In addition, this role requires the following specific knowledge, experience and attributes. Applicants will be assessed against the essential and desirable criteria set out below:

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|  | **Essential** | **Desirable** |
| **Knowledge** | * An awareness of the responsibilities associated with supporting senior members of staff
* A familiarity with the principles of governance and accountability
* Knowledge of the arts in Wales
* Knowledge of the public, private and charitable sector in Wales
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| **Skills** | * Highly developed IT and administrative skills
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| **Experience** | * Relevant experience of providing high quality administrative services
* Experience researching information and providing advice
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| **Attributes** | * Capable of keeping up with new policies and initiatives and suggesting improvements
* Ability to communicate facts and knowledge relating to detailed request and issues
* Ability to work on own initiative and work effectively under pressure
* Ability to communicate clearly, with tact and diplomacy
* Confident, authoritative and well organised
* Ability to prioritise and plan own work
* An enthusiasm for the arts, especially in Wales
* A flexible and adaptable attitude to the developing needs of the team
* Commitment to high standards of customer care
* The ability and willingness to occasionally travel throughout Wales and the UK
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| **Welsh language** | * Fluency in Welsh (both written and spoken)
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