

Diary Manager to South West Head of Community Integration (Ref: 86304)

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Company: UK Civil Service

Location: United Kingdom

Category: other-general

Job summary

Please refer to Job Description

Job description

We encourage applications from people from all backgrounds and aim to have a workforce that represents the wider society that we serve. We pride ourselves on being an employer of choice. We champion diversity, inclusion and wellbeing and aim to create a workplace where everyone feels valued and a sense of belonging. To find out more about how we do this visit: .

Overview of the job

This is an administrative role in NPS Divisional headquarters, clusters and functions and reports to the NPS Deputy Director or Head of Operational Function as appropriate

Summary

The role is to provide secretarial and administrative support to the Deputy Director or Head of Operational Function by acting as the primary point of contact and assisting in the management of the day to day running of the division, function or cluster through the key tasks of diary coordination, compilation of correspondence and documents and the organisations of meetings and other engagements.

The job holder will have no line manager responsibilities

Responsibilities, Activities & Duties

The job holder will be required to carry out the following responsibilities, activities and duties:

Manage Deputy Director or Head of Operational Function's Diary

- ◆ ◆ ◆ Supporting the Deputy Director or Head of Operational Function in meeting business requirements by supporting them to resolve conflicting demands in planning schedules
- ◆ ◆ ◆ Efficient maintenance of the Deputy Director or Head of Operational Function's diary ensuring that time management is optimised
- ◆ ◆ ◆ Acting as the first point of contact for the Deputy Director or Head of Operational Function, using initiative and responding to and/or directing queries to the relevant parties
- ◆ ◆ ◆ Acting as a screening point for the Deputy Director or Head of Operational Function's telephone calls, general correspondence and e-mails, highlighting priority work and responding to queries using an understanding of Probation service delivery and the partnership map
- ◆ ◆ ◆ Providing a full range of secretarial and administrative support and assistance to the Deputy Director or Head of Operational Function, producing a range of material from correspondence to complex confidential reports
- ◆ ◆ ◆ Developing and maintaining comprehensive and up-to-date electronic and manual filing systems which support the operational delivery of Probation services and are effective in storing and retrieving key data
- ◆ ◆ ◆ Support planning and finalising of agendas for meetings, overseeing co-ordination and distribution of paperwork
- ◆ ◆ ◆ Taking minutes at senior management meetings and distributing to relevant parties
- ◆ ◆ ◆ Liaising directly with internal and external colleagues and partners to deal with enquiries and to co-ordinate appointments and engagements
- ◆ ◆ ◆ Keeping up to date with changes in key external partnerships which relate to Probation service delivery
- ◆ ◆ ◆ Contributing towards the organisation and coordination of large scale divisional events
- ◆ ◆ ◆ Coordination and collation of meetings for internal and external attendees, booking rooms, arranging refreshments, preparing material, greeting visitors etc
- ◆ ◆ ◆ Dealing with highly sensitive issues, acting with diplomacy and maintaining strict confidentiality at all times
- ◆ ◆ ◆ Arranging business travel and accommodation for the Deputy Director or Head of Operational Function.

Use communication effectively

- ◆ ◆ ◆ Providing information, feedback and advice
- ◆ ◆ ◆ Influencing and persuading
- ◆ ◆ ◆ Participate in meetings where appropriate
- ◆ ◆ ◆ Using appropriate skills, styles and approaches

Enhance your own performance

- ◆ ◆ ◆ Manage own resources and professional development

Use information to take critical decisions

- ◆ ◆ ◆ Liaise with staff to receive, collate and analyse information, using systems and compiling reports as necessary
- ◆ ◆ ◆ Develop and utilise data to identify trends and take appropriate action to maintain and enhance performance
- ◆ ◆ ◆ Plan, implement and manage systems for the exchange of sensitive information, data and intelligence

The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alternations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the Job Holder.

An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh

Person specification

Please refer to Job Description

Behaviours

We'll assess you against these behaviours during the selection process:

Making Effective Decisions

Delivering at Pace

Working Together

Changing and Improving

Technical skills

We'll assess you against these technical skills during the selection process:

Please provide a statement below as to how your qualifications and skills in using Microsoft Office and / or other IT databases will prepare you to perform in a Diary Manager role

Benefits

Alongside your salary of £25,310, HM Prison & Probation Service contributes £6,707 towards you being a member of the Civil Service Defined Benefit Pension scheme.

Access to learning and development

A working environment that supports a range of flexible working options to enhance your work life balance

A working culture which encourages inclusion and diversity

A with an average employer contribution of 27%

Annual Leave

Public Holidays

Season Ticket Advance

For more information about the recruitment process, benefits and allowances and answers to general queries, please click the below link which will direct you to our Candidate Information Page.

Link:

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