**[*Administrative Assistant/Personal Assistant*]**

**GRADE 5**

**Job Purpose**

Responsible for the planning, co-ordination and liaison and administrative implementation of all related activities in support of to ensure a high-quality provision is delivered.

**Main Duties and Responsibilities**

1. Provide high-level administrative support and activity to [*service, business unit, school, college etc.*].
2. Proactive management of the diary, exercising conservable discretion and knowledge of the [*service, business unit, school, college etc.]* comprising of team priorities to ensure internal and external appointments are well planned and times is a managed effectively.
3. Facilitate and co-ordinate a range of meetings ensuring all necessary pre-meeting arrangements are in place, [e.g., booking of appropriate rooms; preparation and distribution of agenda and associated papers; post-meeting actions; preparation of minutes etc], as appropriate.
4. Organise travel and relevant insurances, visas, etc liaising as necessary with travel agents, internal colleagues, and external institutions/companies. Prepare comprehensive itineraries in advance of travel.
5. Active management of all correspondence [email, mail, phone calls, social media]. Deal efficiently with a high-volume inbox, prioritising emails and dealing independently with those which can be actioned/progressed.
6. Responsible for drafting reports, letters and emails as required.
7. Contribute to a culture of continuous improvement by suggesting service improvements and implementing new processes to enhance quality of service.
8. Engage in reasonable professional development activities as appropriate.
9. Undertake and other reasonable duties as required by the team.

**Qualifications**

Ability to demonstrate the competencies required to undertake the duties associated with this post, having acquired the necessary knowledge and skills in a similar role.

Scottish Credit and Qualification Framework Level 7 [Advanced Higher / Scottish Vocational Qualification Level 3, Higher National Certificate] or equivalent, and experience of personal development in a similar role.

**Knowledge, Skills, and Experience**

* Excellent communication and customer service skills, operating with diplomacy and discretion.
* Ability to plan, organise and prioritise effectively, respond to changes in demands and/or pressures, delivering work to standard and within deadlines.
* Experience of applying judgement, policies, and procedures.
* Ability to work both independently and flexibly as part of a high performing team with excellent stakeholder management skills.
* Excellent knowledge of Microsoft Packages (e.g., including Word, Excel, PowerPoint, Outlook, and OneDrive is essential).
* Experience of diary management.