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|  | **Post Title:** | **Team Support Assistant** |
| 1. **2.** | **Post Number:** |  |
| 1. **3.** | **Grade:** | NECA Grade 6 |
|  | **Location:** | Your normal place of work will be **Gateshead Civic Centre**. However; you may be required to work at any council workplace across the area of the North East Joint Transport Committee. |

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**Flexible Working:** Subject to service needs flexible working is applicable to this post

1. **Organisational Relationships:**

The post holder will be accountable to the Transport Strategy Director, Transport North East.

The post holder will work on behalf of the North East Joint Transport Committee (JTC) but will be an employee of the North East Combined Authority (NECA) in its role as the accountable body for the JTC.

1. **Description of Role:**

The post holder will act as a Personal Assistant to the Transport Strategy Director. The post holder will also be required to provide a range of service specific administrative support services to make sure the needs of the Tyne Tunnels Manager and Transport Strategy Unit are met.

1. **Duties and Responsibilities Specific to this Post:**

The following list is typical of the duties we expect you to carry out. It is not necessarily exhaustive and the post holder may need to carry out other duties of a similar nature and level from time to time.

1. To act as Personal Assistant to Transport Strategy Director
2. To provide administrative support to the Tyne Tunnels Manager.
3. To provide administrative support to the Strategic Transport Advisor
4. To provide administrative support to the NECA Principal Accountants
5. To act as a positive and outward facing representative of the above roles contributing their attainment of business goals, outlines and targets
6. Assist in the management and control of all necessary documents, records and other inputs.
7. Maintain IT and other systems/processes aimed at ensuring the staff whom you support work efficiently and effectively.
8. To take part in identifying and embedding business process improvements.
9. To deal with enquiries, including technical queries in line with procedures and protocols.
10. To collate, format and prepare management information as needed such as presentations and documents to the required standard, where necessary drawing information and materials from sources inside and outside the team, deploying a high standard of written English and presentation
11. To give confidential administrative and secretarial support including arranging and servicing meetings, preparing agendas, preparing and collating other meeting materials and taking or writing up minutes or notes from dictated or other services as needed.
12. To develop and maintain positive joint working relationships with relevant internal and external stakeholders.
13. To give a professional and courteous reception service as needed in person and by telephone or other digital means.
14. To obtain travel tickets and make travel arrangements for the team as needed.
15. Responsible for handing and communicating commercially sensitive and confidential data through verbal, written and electronic mediums.
16. Responsible for day to day admin management of the department e.g. identifying levels of stationary
17. To promote and implement equal opportunities policies in all aspects of employment and service delivery.

**8. Common Duties and Responsibilities:**

8.2 **Communication**

To act in a professional and courteous manner at all times.

8.4 **Health and Safety**

Adhere to the Health and Safety policy, organisation arrangements and procedures.

8.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

8.8 **Equality and Diversity**

To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

8.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The NECA has a Personal Information Security Policy in place.

8.10 **Induction**

The NECA has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification – Tyne Tunnels Manager**

|  | **Essential** | **Desirable** | **Method of Assessment** |
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| Education/ Qualification | * Minimum of 5 GCSEs or equivalent qualifications including English to an appropriate level. |  | * Application Form * Selection Process * Pre-Employment Checks |
| Experience | * Demonstrable experience of providing admin support including experience of collating, formatting and prepare documents and presentations | * Demonstrable experience of acting as a Personal Assistant | * Application Form * Selection Process * Pre-Employment Checks |
| Skills/Knowledge | * Good planning and organisational skills. * Ability to organise and manage a work diary and schedule appointments. * Excellent verbal and written communication skills. * Ability to deploy a high standard of written English. * Ability to collate and format management information such as presentations and documents to the required standard. * Comfortable using IT equipment, including Microsoft Office, especially Exel, Outlook, Word and Powerpoint |  | * Application Form * Selection Process * Pre-Employment Checks |
| Personal Qualities | * Enjoys working in a team environment and working as a credible representative for senior team members * Ability to act in a professional, pleasant and courteous manner at all times when communicating with colleagues and stakeholders. * Comfortable communicating with people in a senior role. * Comfortable in a team environment. * Enthusiastic, self-motivated. * Tactful, discreet and ability not to diclose confidential information. * Flexible approach to workload. * Drive to meet deadlines * Energy, drive and commitment to the job. |  | * Application Form * Selection Process * Pre-Employment Checks |