



Post Title:	Personal Assistant	Post Reference:	VS006
Post Grade:	Grade C	Location:	Cobalt Business Exchange
Car User Status:	Casual	Telephone Allowance:	
Shift Allowance:	No	Standby Allowance:	
Weekend Enhancement:		Contractual Overtime:	

Line Manager:	Victims First Manager
Staff Responsibilities:	None
Purpose:	To provide effective and efficient executive support, acting as the primary point of contact for customer relationship regarding the Chief Executive Officer and Victims First Northumbria

Key responsibilities:

1. Provide a range of administrative support services including the prompt distribution of correspondence, monitoring and ordering of stationery and office equipment and maintenance of systems and processes to effectively and efficiently support Victims First Northumbria.
2. Assist the CEO with financial management, record petty cash transactions, process purchase orders and invoices, liaising with Finance Department to complete alternative payment methods, balancing the VFN financial accounts and invoices
3. Proactively action telephone and face to face enquiries from internal and external customers, providing and receiving information, responding and routing as appropriate, ensuring a professional, sensitive and discrete service is provided at all times whilst managing customer expectations.
4. Organise, attend and provide secretariat support at VFN meetings; research, collate and distribute reports and briefing papers and accurately record minutes, ensuring all participants are prepared in advance of the meeting.
5. Undertake a range of document creation, word processing duties including, correspondence and reports, developing presentations and documents for organisational training, conveying a professional image, in order to provide comprehensive support to the Victims First Management Team.
6. Proactively and effectively manage the Chief Executive Officer's diary and enquiries in their absence, book conference facilities and collate all briefing documents in advance of meetings, using discretion and confidentiality at all times, ensuring the efficient provision of timely updates to Victims First Management Team.
7. Organise formal and informal events for the Chief Executive Officer and Victims First Management Team.

8. Operate and monitor local databases to retrieve and evaluate accurate management information in relation to complaints and correspondence, liaising with internal and external stakeholders to provide accurate information regarding VFN aims and objectives, ensuring a seamless, timely and high quality service is delivered to customers.
9. Develop a good working knowledge of the Victims First Northumbria service in order to identify innovative solutions and implement improvements to systems and procedures to provide effective and efficient support services to Victims First Northumbria and the Office of the Police and Crime Commissioner.
10. To be responsible for all VFN social media activity consulting the Chief Executive Officer in relation to VFN updates and events.