



JOB PROFILE

Post Title:	PA to HE the Governor
Directorate:	Central Support Service – Governor’s Office
Responsible to:	HE the Governor
Responsible for:	None
Grade:	D

Job Purpose

To improve the lives of all within our community and help the island thrive by providing a comprehensive and confidential high level secretarial and advisory support service to HE the Governor.

Main Duties and Responsibilities

1. Manage HE the Governor’s diary prioritising requests for meetings received via email, telephone or in person, in accordance with importance and urgency. This includes one to one discussions with Elected Members, senior officials, visiting consultants, advisers, journalists, film crews, media personnel, foreign nationals, Masters of yachts and ships and members of the public.
2. Prepare and arrange official programmes including for overseas visits and appointments with Senior FCDO officials, military personnel, key stakeholders, including through liaison with FCDO colleagues and SHG and TDC UK Rep’s in London, ensuring programmes are updated promptly to reflect last minute changes and relevant documentation is readily available to HE the Governor as and when required.
3. Manage naturalisation ceremonies, ensuring applicants are made aware of naturalisation fees and proof of payment is received in advance of ceremony; relevant Oaths and certificates are prepared, printed and signed by the applicant and HE the Governor; appropriately dated and stamped and all personal and official documentation scanned for filing and returned to Immigration in a timely manner.
4. Manage arrangements for and attend swearing in ceremonies for Acting Governor, Sheriff, and other SHG officials including outside of normal working hours. Following the taking of the Oath, ensure the Oath Book is appropriately dated and signed.
5. Arrange teleconferences, video conferences, weekly meetings with overseas officials and stakeholders (includes Administrators from Ascension and Tristan da Cunha, Governors from other Overseas Territories, FCDO, SHG and TDC UK Representatives and others across different time zones as and when required).



JOB PROFILE

6. Manage all HE the Governor's correspondence, acknowledging within 24 hours of receipt, of both classified and unclassified correspondence; sifting and prioritising incoming mail to assess whether any action is required before submitting to HE the Governor.
7. Ensure all files/submissions to HE the Governor are accompanied by relevant information obtained from thorough research by most appropriate method ie internet, electronic or manual filing system and/or by liaising with other bodies including SHG Portfolios. Ensure follow-up action as appropriate and to file and take custody of HE the Governor's personal papers such as Executive Council memoranda; Ascension and Tristan da Cunha Island Council documentation and other highly classified and sensitive documents relating to all three islands; FCDO matters; medical and police matters; disciplinary matters involving SHG employees; financial information; confidential reports; Air Service Strategy Group meetings; National Civil Aviation Security meetings; Prison Board; records of confidential meetings with members of the public.
8. In liaison with the Residence Manager, plan and prepare budget spreadsheet for Plantation House functions and events and monitor closely to ensure entertainment budget advised by the Manager of the Governor's Office is not overspent.
9. Co-ordinate all of HE the Governor's official entertainment ranging from small (20 guests) dinner parties to large (100 - 450 guests) receptions, providing advice on and preparation of guest lists; preparing and despatching invitations at least two weeks in advance of functions as far as practically possible. Advice/support on the arrangements is also provided to the First Lady.
10. Liaise closely with Plantation House Residence Manager and staff on matters pertaining to HE the Governor's official/social engagements and functions (establish and advise on guests' attendance, dietary requirements and transportation of HE the Governor to official events outside of Plantation House).
11. To be the first point of contact to deal with all telephone calls/enquiries to HE the Governor both local and international, using discretion for the re-direction. The main callers are likely to be Hon Members of Legislative Council, Portfolio Directors, personnel from NGOs, private sector agencies, members of the public, personnel from the Foreign, Commonwealth & Development Office, SHG & TDC UK Representatives, the Administrators of Ascension Island and Tristan da Cunha, officials on the Falkland Islands, Embassies and anyone else from anywhere in the world.
12. First point of contact for on island UK Pensioners experiencing problems with their UK pensions and taking forward their enquiries/queries with the Department for Work and Pensions in the UK.



JOB PROFILE

13. Carry out the duties of Secretary to HE the Governor's meeting of the Prerogative for Mercy Committee and any other ad hoc meetings with members of the public or SHG officials as required by HE the Governor, producing minutes within 3 working days of the meeting with use of a dictaphone to assist with meetings requiring verbatim transcripts and follow up action required.
14. Work closely with locally based Head of Governor's Office and Manager of the Governor's Office on aspects of HE the Governor's work including liaison with the overseas Foreign, Commonwealth & Development Office and the Administrators on Ascension and Tristan da Cunha.
15. Provide administrative support to Head of Governor's Office as required eg preparing letters for despatch, printing and photocopying documents, prepare and maintain hard copy files for various Committees and Executive Council meetings.
16. Liaise with St Helena Airport on flight arrival/departure (including out of hours) when HE the Governor is travelling abroad and advise Residence Manager/HE the Governor of any changes to travel schedule.
17. Prepare Authorisation to Travel letters for HE the Governor's signature, for visiting FCDO personnel to present to immigration in Johannesburg/Cape Town; scan and despatch to personnel in advance of their travel to ensure smooth passage to St Helena.
18. Ensure requests for Foreign Operating Permits (FOPs) for aircraft using St Helena Airport are checked, signed by HE the Governor, dated and stamped appropriately, scanned and returned to the Civil Aviation Office in a timely manner.
19. Ensure sufficient stationery for HE the Governor and Acting Governor's use. Order and maintain a stock of headed paper, invitations and envelopes.
20. Ensure HE the Governor prepares a Christmas message and any other message of national importance and liaise with local media services for recording and publication.
21. In the absence of the Manager of the Governor's Office, check invoices received for local purchases; prepare bank transfers for authorised payments via the Bank of St Helena; prepare documentation and withdraw monies for payment to casual labour for work at Plantation House during official functions as advised/authorised by Residence Manager/Head of Governor's Office and prepare and reconcile the monthly FCDO account



JOB PROFILE

for authorisation by Head of Governor's office/HE the Governor for submission to FCDO Washington hub.

22. In the absence of the Manager of the Governor's Office and/or the Information and Research Support Officer receive, check documentation, acknowledge receipt and prepare/despatch/distribute Diplomatic Mail bags/mail in accordance with Diplomatic Mail Procedures (as only personnel with FCDO clearances are permitted to handle the Diplomatic Mail bag.)

Special Conditions

Out of hours works will be required to meet deadlines as well as some weekend work when HE the Governor is departing the Island and 'Swearing In' ceremonies of Acting Governors take place.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development:	N/A
Planning & Delivery of Work: Plans and organises work to meet individual, team and directorate/departmental objectives whilst achieving quality and value for money Recognises good performance and tackles poor performance Ensures delivery against plan Identifies information needs and ensures they are delivered in a timely and effective manner	iii
Analysis and use of Information: Is able to identify when information received is relevant to and should be used in completing an activity Follows guidelines for identifying problems Gathers and summarises data when required	ii



JOB PROFILE

Decision Making: Gathers information from appropriate sources to make routine decisions Solves problems that have implications for others in own team	ii
Working with Others: Informs, consults and influences others using a range of communication mechanisms Engages with others to gather information Shares and implements good practice with others Works with senior management and other stakeholders	iii
Communication: Ensures important messages are understood Ensures written communications are well structured and have clear meaning Presents information so that it has a positive impact on the recipient Engages well with others to understand their needs and aspirations	iii
Influencing and Persuading: Is receptive to constructive feedback Expresses a difference of opinion in an appropriately controlled and constructive manner Supports team members working on the same or related work activities Seeks clarification to ensure requests are understood	ii
Dealing with Change: Supports individuals in their team through periods of change Listens and responds to constructive feedback Initiates new ways of doing things Recognises and deals with obstacles to change Promotes goals or new initiatives to others	iii
Continuous Improvement: Open to learning new things Able to identify own mistakes and take constructive action to prevent reoccurrence	i
Managing Resources: Promotes and enforces appropriate business rules Deals with varied situations with limited guidance	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
GCSE English Language and Mathematics at Grade C or above or equivalent qualification	E		
An IT qualification such as ECDL, or GCSE in IT at Grade C or above	E		
Drivers Licence (Class A)	D		
Knowledge & Experience:			
Previous experience of working in an administrative role for a minimum of 3 years	E		
Previous experience in working in a supporting role such as a Personal Assistant for a minimum of 2 years	D		
Skills and Abilities:			
Good analytical skills	E		
Excellent organisational skills and attention to detail	E		
Ability to interpret and apply policies and procedures	E		
Ability to present information in a coherent fashion	E		
Must be able to communicate appropriately and effectively with people of all levels both verbally and in writing	E		
Must be diplomatic and tactful	E		
Other:			
Must be self-motivated and able to work independently without direct supervision	E		
Excellent organisational skills	E		
Excellent interpersonal skills	E		



PERSON SPECIFICATION

Effective team player	E		
Responsive to change	E		
Ability to maintain confidentiality essential due to the sensitive nature of some information postholder will be privy to	E		
Willingness to work flexibly – some evening and weekend work will be required from time to time	E		
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.			
Contribute to a positive working environment ensuring commitment to equality and diversity.			

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

N/A.