



JOB PROFILE

Post Title:	Portfolio Assistant
Directorate:	Central Support Service
Responsible to:	Portfolio Director / Administration Manager
Responsible for:	No direct reports
Grade:	Band C

Job Purpose

To improve the lives of all within our community and help the island thrive by providing a high quality personal administration service to Portfolio Director and Committee Chairman/Minister that supports the smooth running of Portfolios and delivers a high quality, customer focused service.

Continually evaluating and reviewing all processes and systems to ensure they are efficient, effective, fit for purpose and deliver an excellent Administration Support Service.

Main Duties and Responsibilities

1. Responsible for the provision of timely, efficient and reliable secretarial support for the Portfolio Director and Committee Chairman/Minister, which may involve working outside of normal working hours from time to time.
2. Maintain and co-ordinate the diaries and weekly programmes of the Portfolio Director and Committee Chairman/Minister.
3. Responsible for maintaining a Tracker document of policy and resource issues being developed with the Portfolio. Monitor the Portfolios Complaints Log and Communications Log, ensuring that appropriate responses are completed.
4. Perform all secretarial duties necessary for the efficient and effective operations of Committees or other formal Portfolio meetings, liaising with the Portfolio Director and/or Committee Chairman/Minister on matters for including in the meeting agenda and for following up on actions emanating from Committee or other formal Portfolio meetings. Collate and issue discussion papers for both and attend and take minutes of meetings and checking on follow-up actions in good time for the next meeting.
5. Arrange and co-ordinate meetings, workshops, events etc. on-island and for visiting delegations, as well as virtual meetings or conferences with overseas officials.
6. Assist the Portfolio Director and Committee Chairman/Minister in maintaining a forward programme of business that will need to be considered by the Executive Council liaising with the Secretary to the Executive Council, other Ministers, Senior Officials, Portfolio Directors and other Portfolio Assistants as necessary.



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7. Be the first point of contact for dealing with enquiries from colleagues in the Public Service, Councillors, key stakeholders and the general public on behalf of the Portfolio Director and Committee Chairman/Minister.
8. Assist with drafting, checking and compiling documentation which needs to be submitted to the Secretary to the Executive Council for Executive Council consideration.
9. Assist with providing documentary evidence that may be required from time to time by the Public Accounts Committee or Select Committee of the Legislative Council to assist with the scrutiny function.
10. Assist with undertaking research for the Portfolio Director and Committee Chairman/Minister to inform policy development as and when required.
11. Assist with preparing press releases on behalf of the Portfolio Director and Committee Chairman/Minister, as well as liaising with local media to arrange press conferences or interviews. Responsible for undertaking the role of Communications Officer for the Portfolio.
12. Co-ordinate and collate data requests from other sections of the Public Service, such as Internal Audit and Central HR Service e.g. list of individuals who require end-of-year advances.
13. Deputise for other Portfolio Assistants and for the Secretary to the Executive Council as and when required.
14. Arrange overseas travel for the Portfolio Director and/or Committee Chairman/Minister utilising Diversity Travel and liaising with colleagues in the Public Service and the St Helena Government UK Representative when necessary.
15. Responsible for ensuring that information management policies are adhered to when dealing with information on behalf of the Portfolio Director and Committee Chairman/Minister, especially in relation to confidential information.
16. Attend regular meetings with Head of Administration Support Service, Administration Manager and other Portfolio Assistants.
17. Make recommendations for improvements in relation to administrative systems and processes.
18. Ensure service users receive timely responses to their telephone and email enquiries and processing all associated paperwork in a timely manner.
19. Take responsibility for own development and helps others acquire skills and experience.

Special Conditions

Out-of-hours working in order to support service delivery will be required.



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This is a new role and it will develop as the service develops; that will require the ability to be flexible and adaptable and able to work in uncertain or ambiguous conditions as the role develops.

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	i
Planning & Delivery of Work: Manages own work activities so that work is delivered in an efficient and productive way. Ensures quality or service standards required are maintained. Ask questions to clarify expectations when necessary. Keeps relevant parties informed on the progress of a plan or programme.	ii
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
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: Offers support to colleagues without being asked. Asks for support from colleagues when necessary. Builds good relationships with a range of people. Engages effectively with others in order to understand their requirements and develop appropriate solutions/improvements. Raises difficult issues with others in order to resolve them.	ii
Communication: Can write clearly without spelling or grammatical errors. Uses jargon free language. Is able to record factual information accurately.	ii
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



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Dealing with Change: Sees change as an opportunity. Supports colleagues in understanding change. Participates readily in change initiatives. Assists others to accommodate change. Focuses on benefits to self and/or others.	ii
Continuous Improvement: Makes business and efficiency improvements through use of appropriate systems and tools. Able to coach and develop individuals. Shares knowledge and experience with others. Manages own development and performance. Learns lessons from both successes and failures.	ii
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:			
A Level 2 or above qualification in a relevant subject – such as English, ICT, Business Administration etc. or equivalent level of demonstrable attainment or experience	E	√	
Recognised qualification in ICT e.g. ECDL	D	√	
Knowledge & Experience:			
Understanding of St Helena Legislative Council Standing Orders, especially the role of the Clerk and that of the Select Committees/Public Accounts Committee	E	√	√
Awareness of provisions of the Constitution of St Helena	E	√	√
Awareness of the process for submission of Executive Council memoranda	E	√	√
Experience of making recommendations for improvements in relation to systems and administrative processes	E	√	√
Demonstrable ability to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of working independently and as part of a team	E	√	√
Experience of using information to develop solutions and solve problems	E	√	√
Experience of minute taking	E	√	
Skills and Abilities:			
Proven and effective administrative skills. Understands the need for confidentiality	E	√	√
Good written and verbal communication skills	E	√	√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to work on own initiative without constant supervision	E		√
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines	E		√



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Able to help others acquire skills and experience	E		√
Management of databases and mailing lists	D	√	
Other:			
Willingness to work flexibly - some evening or weekend work may be required	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

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

Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.