Job Title	Team Personal Assistant
Job Purpose	To provide a comprehensive range of administrative support to a named Director/Deputy Chief Inspector and a team of their designated senior directorate managers.
Accountabilities	• Contribute to a high performance culture, taking personal responsibility for achieving individual targets, team service levels and assurance a high quality of work. Understand how your role contributes to the wider goals of your team directorate and the organisation • Act as point of contact for your named Director/Deputy Chief Inspector and their designated senior team, internal and external stakeholders, responding to and managing stakeholder contact autonomously and effectively, escalating contact where necessary and appropriate, ie risk and issue management. • Understand political and confidential nature of support provided and acts with integrity and discretion at all times, ie mailbox management and executive meeting support for your designated team. • Provide support to the leadership team with diary and meeting management, arranging invitations, room bookings and preparation of confidential materials, in conjunction with other directorate support teams where possible. • Produce notes/reports/action logs from meetings and forums to agreed delivery levels for your leadership team and individual designated senior team members. • Assist, if required, with the recruitment and induction of new team members across management span of responsibility. • Work collaboratively with other Team Personal Assistants and the wider Directorate Support teams to ensure a flexible response to the senior management needs across Directorate. Travel may be required. • Manage multiple priorities across the leadership team and designated team members, adapt delivery to emerging needs, sometimes to tight deadlines, ie. You will be required to determine and implement proportional time allocation to diary management for a range of senior directorate managers. • All duties commensurate with your role and responsibilities. • Undertake all mandatory and other identified training to support own development. • Actively contribute to Performance Management and Review process by ensuring participation in performance conversations and completion of appropriate documentation. • Demonstrate application of CQC Values and Behaviours in all interactions, raising awareness and improving practice in respect of Equality and Diversity and promotion of Human Rights within the

	workplace.
Specific skills and experience	**Essential** • Educated to A level or equivalent qualification level, or ability to demonstrate appropriate operational experience. • Excellent communication, negotiation and stakeholder management skills. • Proficient organisational and time management skills, able to manage conflicting priorities and meet deadlines. • Able to work independently, plan and deliver own workload. • Able to collate and present complex information in easily understood accessible formats, sometimes to tight deadlines, for a range of audiences. • Excellent attention to detail, working accurately to deliver quality outputs to agreed timescales. • Excellent IT skills particularly in the use of Word, Excel, PowerPoint and Outlook • Proven track record in collaborative working to meet demands and priorities. **Desirable** • Has knowledge and understanding of CQCs role within the health and social care environment

Values

Excellence

In my work for CQC:
- I set high standards for myself and others, and take accountability for results
- I am ambitious to improve and innovate
- I encourage improvement through continuous learning,
- I make best use of people's time, and recognise the valuable contribution of others

Caring

In my work for CQC:
- I am committed to making a positive difference to people's lives
- I treat everyone with dignity and respect
- I am thoughtful and listen to others
- I actively support the well-being of others

Integrity

In my work for CQC:
- I will do the right thing
- I ensure my actions reflect my words
- I am fair and open to challenge and have the courage to challenge others
- I positively contribute to building trust with the public, colleagues and partners

Teamwork

In my work for CQC:

- I provide high support and high challenge for my colleagues
- I understand the impact my work has on others and how their work affects me
- I recognise that we can't do this alone
- I am adaptable to the changing needs of others