

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Personal Assistant to the Lord Lieutenant
Details of the specific qualifications and/or experience if required for the role in line with the above description	PS7	Reports to (role title)	Deputy Clerk to the Lord Lieutenant
		Directorate/School	Resources
JE Band	228-268	Service/Department	Democratic Services
		Date Role Profile was created	Jul-26

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To provide high-quality administrative, organisational and personal support to the Lord-Lieutenant of Surrey, ensuring the effective diary management of a complex programme of civic, ceremonial and community engagement activities. The postholder will deliver comprehensive business and administrative support, to the Lord Lieutenant, Deputy Clerk to the Lieutenancy and the Lieutenancy Office, maintaining the highest standards of organisation, professionalism and confidentiality while enabling the efficient planning and delivery of the Lord-Lieutenant's duties. The role involves coordinating invitations, engagements, visits and speaking requests; preparing schedules, itineraries and briefing materials; and ensuring the smooth management of correspondence, appointments and office administration. Through strong organisational skills and attention to detail, the postholder will support effective time management and the successful delivery of a varied programme of activities across the county. Acting as a key point of contact for the Lord-Lieutenant, Deputy Lieutenants, partner organisations and members of the public, the postholder will help uphold the dignity of the Crown and promote the work of the Surrey Lieutenancy. The role will also be responsible for supporting effective communications and public engagement through the maintenance and development of the Lieutenancy's website and social media channels, raising awareness of its roles, functions and activities throughout Surrey.
Work Context	The Lord Lieutenant is an apolitical, civic role representing the Crown in the county of Surrey. The Lord Lieutenant is appointed by the Sovereign on the recommendation of the Prime Minister and serves until the age of 75. The Lord Lieutenant's primary duties include arranging Royal visits, presenting honours and awards, supporting the armed forces, and promoting civic, social, and business activities within the county. The Personal Assistant to the Lord Lieutenant of Surrey will be line managed by the Deputy Clerk to the Surrey Lieutenancy, and the role sits within Democratic Services at Surrey County Council. In addition to diary management activity, there will be a requirement to support with the planning and delivery of Lieutenancy events throughout the year.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. Service Delivery • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Planning & Organising • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Maintain financial, and/or stock records, and review data to contribute to resource planning. Work with others • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. People Management • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	Excellent oral and written communication skills, with strong IT proficiency, including the effective use of Microsoft 365 applications. Proven administrative and business support experience gained within a professional office environment, providing high-quality support to senior leaders, colleagues and/or members of the public. Strong organisational skills, with the ability to manage competing priorities, maintain attention to detail and deliver work to a high standard. Demonstrable discretion, diplomacy and integrity, with the ability to handle sensitive and confidential information appropriately. Ability to build and maintain effective working relationships with a wide range of stakeholders, including senior officials, community representatives, volunteers and members of the public. Willingness and ability to travel throughout Surrey to attend meetings, events and engagements as required. Experience of supporting civic, ceremonial or high-profile public events is desirable, together with an understanding of protocol, etiquette and the requirements associated with formal occasions.
Role Summary	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.
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