



**Comisiynydd Pobl Hŷn Cymru**  
**Older People's Commissioner for Wales**

---

# **Senior Executive Assistant**

**Recruitment Pack**

**Closing date: Friday 7 February 5pm**

**An independent voice and champion  
for older people**

# Table of contents

---

<b>Introduction</b>	<b>3</b>	General duties of all employees	12
<b>About the Commissioner</b>	<b>4</b>	Person specification	13
Who we are and what we do	5	<b>How to Apply</b>	<b>15</b>
Exemplary employer	6	Applying for the role	16
Organisational values and behaviours	7	Guidance on how to apply	17
<b>About the role</b>	<b>8</b>	Submitting your application	18
Job description	9	Selection process	19
Purpose of role	10	Data protection	20

# Introduction

---

Thank you for your interest in the role of Senior Executive Assistant for the Older People's Commissioner for Wales.

This information pack contains further information about the Commissioner, the role and details on how to apply.

The Senior Executive Assistant acts as a personal assistant to the Commissioner, providing the highest level of professional, efficient, administrative and secretarial support.

The post holder will use their own initiative to proactively maximise the use of the Commissioner's time.

The post holder will act as first point of contact for external stakeholders, confidently dealing with a wide range of matters in a professional manner.

The post holder will also perform the role of secretariat for the Business Management Team and Audit and Risk Assurance Committee and acts as the first point of contact for members.

A Person Specification can be found on page 13 of this pack. If you can bring the right sort of knowledge, skills and experience to the role, as well as a demonstrable commitment to the work of the Commissioner and to improving the lives of older people in Wales, then we very much look forward to receiving your application.



# About the Commissioner

# Who we are and what we do

---

The Older People's Commissioner for Wales protects and promotes the rights of older people throughout Wales, scrutinising and influencing a wide range of policy and practice to improve their lives. She provides help and support directly to older people through her casework team and works to empower older people and ensure that their voices are heard and acted upon.

The Commissioner's role is underpinned by a set of unique legal powers to support her in reviewing the work of public bodies and holding them to account when necessary.

Heléna Herklots was appointed as Older People's Commissioner for Wales in August 2018.

In April 2019, the Commissioner published her three-year strategy with the vision of **making Wales the best place in the world to grow older.**

The Commissioner's work during the next three years is focused on three priorities that will help to transform the experience of growing older in Wales:

- End ageism and age discrimination
- Stop the abuse of older people
- Enable everyone to age well

For more information about the Commissioner and her team's work, visit [www.olderpeoplewales.com](http://www.olderpeoplewales.com).

# Exemplary employer

---

Working for the Commissioner, employees have the opportunity to be part of a dynamic and fast paced organisation, delivering positive outcomes that make Wales a good place to grow older.

The organisation holds the Small Workplace Health Award (Gold), recognising the provisions in place to provide a safe, healthy and supportive environment for all employees. There are a wide range of provisions made for staff to promote wellbeing including an Employee Assistance Programme, a comprehensive programme of learning and development, and Occupational Health provision.

Equality and human rights are embedded throughout the work of the Commissioner and the organisation and this extends to ensuring a workplace that provides equality, dignity and respect for all employees. The Commissioner's commitment to equality is laid out within her Strategic Equality Plan.

The Commissioner ensures that through her work, the English and Welsh languages are treated on a basis of equality.



# Organisational values and behaviours

---

<b>Our Values</b>	<b>How We Demonstrate them</b>
<b>One team</b>	Shared goals above individual agendas Proactive in offering support to others
<b>Respectful</b>	Actively seek the views of others Demonstrate that value different views and perspectives
<b>Inclusive and friendly</b>	Pay attention to each other's wellbeing Be kind, welcoming and supportive to everyone Consider the impact on others of what we say and do
<b>Open</b>	Challenge constructively and be open to challenge Seek to learn from others Always look for better ways of doing things
<b>Ambitious</b>	Show passion for our vision Strive for excellence Be bold and ready to take considered risks to achieve impact
<b>Integrity</b>	Strive to do the right things and take responsibility for our work Do what we say we will do



## **About the role**

# Job description

---

<b>Post Title:</b>	Senior Executive Assistant
<b>Salary:</b>	£27,400 - £33,250
<b>Responsible to:</b>	Head of Finance and Resources
<b>Contract Type:</b>	Permanent Full time (37 hours per week)
<b>Annual Leave:</b>	31 days plus 10 public and privilege holidays
<b>Pension Scheme:</b>	Principal Civil Service Pension Scheme
<b>DBS Required Level:</b>	Disclosure and Barring Service Enhanced check
<b>Location:</b>	Based in Cardiff

---

# Purpose of role

---

- To provide the highest level of professional, efficient, administrative and secretarial support to the Commissioner.
- To use your own initiative to proactively maximise the use of the Commissioner's time.
- To act as first point of contact for external stakeholders, confidently dealing with a wide range of matters in a professional manner.
- To act as first point of contact, internally and externally, for the Commissioner, dealing with all forms of communication and correspondence effectively and confidentially.
- To draft correspondence, documents and PowerPoint presentations for the Commissioner.
- To manage a complex and busy diary for the Commissioner, ensuring requests for meetings are responded to; co-ordinating meetings, liaising with attendees, organising travel arrangements.
- To ensure the Commissioner has sufficient briefings/papers in advance of meetings and events by preparing and collating information and liaising where appropriate with colleagues.
- To maintain effective paper and electronic filing systems, to comply with the Commissioner's information management policies.
- To maintain knowledge of political structures and developments, external stakeholders, and current and local national issues to ensure good judgement in recognising issues that require urgent attention.
- To attend weekly stakeholder management meetings with the Commissioner and colleagues.
- To attend internal and external meetings with the Commissioner when required to note necessary actions.

- To manage the Commissioner's email inbox, using your own initiative to prioritise the action.
- To provide secretariat support for the Business Management Team meetings and the Audit and Risk Assurance Committee meetings: being the first point of contact for members and setting agendas, circulating papers, taking minutes, following up actions, and preparing documentation.
- To have in place an annual plan for meeting agendas for Business Management meetings and Audit and Risk Assurance Committee.
- To provide support to the Chair of the Audit and Risk Assurance Committee in preparing for the annual review and drafting of the Committee's annual report to the Commissioner.
- To ensure that the Commissioner's expenses are collated monthly for publication on the Commissioner's website every quarter.
- To provide support and advice to the wider administrative team, and delegate tasks to the Executive Assistant where appropriate.

# General duties of all employees

---

- To demonstrate a commitment to human rights, equality and diversity across all protected characteristics.
- To work in close co-operation with other members of staff and actively contribute to internal meetings and working groups.
- To represent the Commissioner positively and professionally at all times.
- To participate in engagement opportunities with older people, to keep in touch with older people's issues, concerns and ideas to inform our work and how we carry it out.
- To ensure that work complies with the Commissioner's statutory duties, internal control procedures, reporting formats and policies e.g. financial procedures, GDPR, publication scheme, equality scheme, information management procedures, Welsh Language Standards, and safeguarding policies and procedures.
- To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required.

# Person specification

---

Applicants must be able to evidence in their application, and if shortlisted demonstrate through interview, proven competence in the following areas:

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
	A degree or professional level qualification from a relevant discipline or equivalent relevant work experience	Secretarial diploma or equivalent qualifications
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
	Significant experience of working in an Executive Assistant, Administration or PA role, supporting senior members of an organisation  Experience of handling personal and confidential information  Experience of managing the diaries of individuals who attend a high volume of meetings and undertake regular travel	Recent experience of working within a similar role in the public sector in Wales
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
	Understanding of the role and remit of the Older People's Commissioner	Understanding of the issues that affect older people in Wales  Knowledge of the Welsh political environment  Knowledge of the Welsh public and/or third sector

---

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
	<p>Highly literate with excellent written and oral communication skills</p> <p>Excellent interpersonal skills with the ability to deal calmly and effectively with multiple pressures</p> <p>Ability to communicate competently in Welsh with members of the public on the phone</p> <p>Confidence in engaging with people at all levels</p> <p>Excellent organisational skills with the ability to plan, organise and prioritise work effectively</p> <p>Flexible and adaptable, being able to respond to changing priorities</p> <p>Ability to build good working relationships at all levels, internally and externally</p> <p>Self-motivated and proactive with the ability to work independently</p> <p>Excellent IT skills and ability to use a range of IT packages</p>	



## **How to Apply**

# Applying for the role

---

To apply, complete and return the [Application Form](#), in which you are asked to:

- 1) Provide your personal details.
- 2) Complete a supporting statement, which should outline your suitability for the role. Your supporting statement should evidence how you meet each essential and desirable criteria, including examples to demonstrate your achievements and competence effectively. You are welcome to apply in English, Welsh or both languages. Your application may be translated into Welsh or English if required.
- 3) Provide contact details of two people who we may approach that are prepared to act as referees for you in an academic or professional capacity. One of these should be your current or most recent employer.
- 4) Complete the [Diversity Monitoring Form](#). The information on these forms will be treated as confidential and used for statistical purposes only. These forms will not be treated as part of your application, and will not be seen by anyone involved in the selection decision making process.

We are unable to consider late or incomplete applications. It is your responsibility to ensure that your application meets the requirements detailed above and is received by the Commissioner by the closing date.

**The closing date for applications is Friday 7 February 2020 at 5pm.**

Applications received after that time and date, for whatever reason, cannot be considered.

# Guidance on how to apply

---

The application form you complete will play a vital role in the selection process and will determine whether you should be called to interview. It is therefore crucial that you take your time and complete it as fully and accurately as possible.

- Read the job description, and this guidance sheet, carefully before starting to fill out the application form. The form may be completed in either Welsh or English and must be completed in black ink or type.
- Application forms must reach us by the closing date stated on the advertisement and/or job description.
- The Application form is available as a MS Word document: you are encouraged to complete the Word version and email this together with the Diversity Monitoring form to [recruitment@olderpeoplewales.com](mailto:recruitment@olderpeoplewales.com).
- The MS Word version is a locked document. You should not alter this in any way as this may result in your application being rejected.
- Candidates sending their applications by email should note that the time of receipt will be defined by the Commissioner's server. Candidates who prefer to submit their Application and Diversity Monitoring forms by post should send these documents to the Older People's Commissioner for Wales, Cambrian Buildings, Mount Stuart Square, Cardiff Bay, CF10 5FL. Please note that first class mail does not guarantee next day delivery. We will not accept any application where we are asked to pay a shortfall in postage.
- You must complete all parts of the form: failure to do this may result in your application being rejected.
- When answering section 12, please refer to each of the criteria listed in the person specification to ensure that you demonstrate your knowledge, experience and achievements. The information provided will form the basis of evaluation for shortlisting.
- Shortlisted candidates will be expected to be able to demonstrate their competence at interview.
- Keep to the word limits stated on the application form. We will not consider any statements that exceed this limit.
- Complete the Diversity Monitoring Form. This is purely for monitoring purposes. The details you give will not be sent to the short-listing or interview panel.
- We recommend that you make a copy of your completed form and job description.

# Submitting your application

---

You can submit your application form electronically to the following email address by the closing date: [recruitment@olderpeoplewales.com](mailto:recruitment@olderpeoplewales.com)

Alternatively, you can print it and send it to:

Katie Holliday  
Head of Finance and Resources  
Older People's Commissioner for Wales  
Cambrian Buildings  
Mount Stuart Square  
Cardiff  
CF10 5FL

## Further Enquiries

For informal enquiries about this recruitment exercise, please contact Katie Holliday on 029 2044 5030 or via email [recruitment@olderpeoplewales.com](mailto:recruitment@olderpeoplewales.com)

# Selection process

---

## Initial sift

The selection panel will consider all complete applications. The panel will consider the relevant knowledge, skills and experience demonstrated in your application. The information you give us in your application is therefore vital in deciding whether you will be shortlisted for further consideration.

## Interview

Following the initial sift, a short list will be drawn up and shortlisted applicants will be invited to attend a panel interview in the Commissioner's office in Cardiff.

## Timetable

The timetable to which we are working is summarised below. If you are successful at the initial sift stage, you will be expected to make yourself available on the interview dates. Applicants who are not available to attend for interview on the date offered may not be considered for this role.

**Closing date: Friday 7 February 2020 at 5pm**

**Interviews: Tuesday 3 March 2020**

# Data protection

---

Under the Data Protection Act 1998 we have a legal duty to protect any information we collect about you. The Commissioner is committed to respecting and protecting the personal information you share with us.

The information we compile and process relating to your application will be treated in accordance with, and subject to, the provisions of statute and regulations currently in force e.g. Data Protection Act 1998 and the Freedom of Information Act 2000.

We will only use the information you provide for the purposes of processing your application and where this is successful, as part of your employment record.

Personal information about unsuccessful candidates will be retained for up to twelve months after the recruitment exercise has been completed for equality monitoring purposes. We may also contact you during this time to make you aware of similar vacancies which arise; it will then be destroyed or deleted.

We will not pass your details to any third party unless you give us specific permission to do so. Any queries about our handling of personal information should be directed to the Data Protection Manager.

