



What Works *for*  
**Children's  
Social Care**

**Personal Assistant  
to Directors**

**(12 month fixed term contract)**

**Candidate brief**

What Works for Children's Social Care is looking for a Personal Assistant to support the Directors (the senior management team) on a temporary basis of 12 months. This is an exciting role in a high-performing, busy and friendly team. As a brilliant multi-tasker, the candidate will need to have excellent communication, relationship and administrative skills and be highly organised to be able to manage competing priorities.

The Directors have a lot of demands on their time and require a Personal Assistant who can prioritise and schedule their busy diaries, as well as deal effectively and flexibly with external and internal stakeholders. The candidate will also manage the 'info' mailbox, following-up on actions, managing correspondence, organising contacts and other tasks as required.

### The role

- Taking responsibility for the diaries of the Directors of What Works for Children's Social Care ensuring that time is used efficiently and in line with agreed priorities. This will include scheduling meetings, appointments and public speaking engagements, booking rooms and refreshments, including larger meetings (4+ people) organised by the team.
- Ensuring the Directors are prepared for meetings with all relevant papers and information that is required.
- Scheduling team meetings (e.g. checking diaries, booking rooms, setting up video and conference call facilities).
- Attending Senior Management meetings to take minutes and follow up to ensure actions are taken.
- Booking all travel arrangements including international, organise accommodation and provide itineraries.
- As first point of contact, responding to and resolving a range of queries, either channelling to the appropriate area or screening as necessary.
- Supporting in the management of the Board of Trustees meetings and note taking.
- Acting as an ambassador for What Works for Children's Social Care, building strong relationships with the team and external stakeholders; managing incoming mail and invites and overseeing received correspondence.
- Preparing or typing correspondence (including sensitive information) as and when required and creating and maintaining contact databases.
- Compiling professional standard documents
- Communicating with people outside the organisation (e.g. partners, funders, clients) by phone, email and in person.
- Other duties as reasonably required.

### The Person

All are essential unless indicated as desirable (D):

- Experience providing PA support at a senior level, including diary management in a busy environment and producing very high standards of work.
- Highly organised with the ability to manage competing priorities with excellent attention

to detail. Able to work under pressure and remain calm.

- An excellent communicator, both verbal and written.
- Proven track record of building strong relationships with individuals at all levels both within the organisation and externally.
- Professional discretion, good judgement, adaptable and versatile individual with a helpful, friendly and informal style.
- Computer literate, with extensive experience in email and calendar systems and proactively managing diaries.
- Advanced level PC skills (Google docs, sheets and slides, Microsoft Word, PowerPoint, Excel)
- Use of a CRM (D)
- Experience working within a related sector, e.g. voluntary, public or government (D)
- Positive and flexible - someone who enjoys being part of a busy team (D)
- Can identify and implement new ways of solving problems avoiding bureaucracy and not constrained by the way things have been done before (D)

### Initial Terms and Conditions of Appointment

- **Remuneration:** £30,000 a year plus benefits
- **Time commitment:** full time, 37.5 hours
- **Location:** Central London
- **Term:** 12 month ftc
- Work visa must be held by the candidate and comfortable working in an office based role at least two days a week

### About us

What Works for Children's Social Care (WWCSC) seeks better outcomes for children, young people and families by bringing the best available evidence to practitioners and other decision makers across the children's social care sector. We generate, collate and make accessible the best evidence for practitioners, policy makers and practice leaders to improve children's social care and the outcomes it generates for children and families.

Our research looks at the point of referral through to permanence, including adoption, care-leaver support and targeted early help. We focus on children's social care practice in England and draw on and share learning at the international level.

We were commissioned by the Department for Education and work with a range of stakeholders. Engagement and co-design are central to our approach and we are working in close consultation with leaders, practitioners, children and young people, families and

researchers across the sector to:

- Identify gaps in the evidence, and create new evidence through trials and evaluations
- Collate, synthesise and review existing evidence
- Develop, test and publish tools and services that support the greater use of evidence and inform the design of the future Centre
- Champion the application of robust standards of evidence in children's social care research.

WWCSC collates, produces, and translates research about "What Works" in Children's Social Care through a variety of different methodologies, both qualitative and quantitative, to conduct research that can be used by social workers, leaders in the sector and policymakers to support children and their families. To do this, all of our research needs to adhere to our four principles:

- Research needs to focus on impact – how does a piece of practice work, how does it impact on social workers, and if we take one action rather than another, what happens as a result?
- We need to bear in mind the nuance of social care. The lives of children and families are complex and complicated, and there are many factors involved in successful social work. What works in one setting for one family might not work in a different circumstance. We need to design our research to take into account – and even celebrate – this complexity.
- Studies have to be useful – if we can't identify who we think should be able to make use of a piece of research, it's not for us. While there is certainly value in more exploratory research, this is not part of the Centre's mission and objectives.
- Everything we do needs to help empower the profession. Our research needs to be conducted with the profession, and not done to them – it needs to provide recommendations, not prescriptions, and it needs to support existing and innovative practice to grow the evidence base.

### How to apply

To apply, please send your CV and a supporting statement outlining clearly how you meet the above criteria to [hr@whatworks-csc.org.uk](mailto:hr@whatworks-csc.org.uk), citing "PA to Directors" in the subject of the email.

Deadline for applications: 12pm, Monday 23 May 2022

Interviews: end May/early June