



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

Personal Assistant to the Chief
Executive

Candidate Brief

What Works for Children's Social Care is looking for a Personal Assistant to support the Chief Executive and Management Team. This is an exciting role in a high-performing, busy and friendly team. The candidate will need to have excellent communication, relationship and administrative skills and be highly organised to be able to manage competing priorities.

The Chief Executive will have a lot of demands on their time and requires a Personal Assistant who can prioritise and schedule a busy diary, as well as deal effectively and flexibly with external and internal stakeholders. The successful candidate will also manage the organisation's Info mailbox on a day-to-day basis, following-up on actions, managing correspondence, organising contacts and other tasks as required.

The role

- Take responsibility for the diary of the Chief Executive 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.
- Ensure the Chief Executive is always in the correct place, on time and with all relevant papers and information required.
- Scheduling team meetings (e.g. checking diaries, booking rooms, setting up video and conference call facilities).
- Book all travel arrangements including international, organise accommodation and provide itineraries.
- Respond to and resolve a range of queries, channelling to the appropriate area as necessary or screening politely, leaving the Chief Executive to concentrate on the most important matters.
- Act 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 and research as and when required and creating and managing contact databases.
- Compiling professional standard documents
- Communicating with people outside the organisation (e.g. partners, funders, clients) by telephone, email and in person.

The Person

Essential skills

- Highly organised with the ability to manage competing priorities with very good attention to detail. Able to work under pressure and remain calm.
- An excellent communicator.

- Proven track record of building strong relationships with individuals at all levels both within the organisation and externally.
- Discretion, good judgment, adaptable and versatile individual with a helpful, friendly and informal style.
- Experience providing PA support at a senior level, including diary management in a busy environment and very high standards of work.
- Extensive experience in e-mail and calendar systems and proactively managing diaries..

Desirable skills

- Advanced Level PC Skills (Google docs, sheets and slides, Microsoft Word, PowerPoint & Excel) and use of a CRM are helpful.
- Experience working within a related sector, e.g. voluntary sector, public sector, or government.
- Positive and flexible - someone who enjoys being part of a busy team.
- Can identify and implement new ways of solving problems avoiding bureaucracy and not constrained by the way things have been done before.

Initial Terms and Conditions of Appointment

- **Remuneration:** circa £28,000 plus excellent benefits
- **Time Commitment:** Full time role (37.5 hours per week).
- **Location:** Central London.
- **Term:** Permanent
- Work visa must be held by the candidate and comfortable working in an office based role 3 days a week from September.

Introduction to the Centre

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, citing “ PA to CEO” in the Subject of the email.

Deadline for applications: 12pm 2nd August 2021