



WICS ROLES AND RESPONSIBILITIES

PA to CEO and Chair

October 2026

Overview

VALUES, BEHAVIOURS AND EQUALITIES

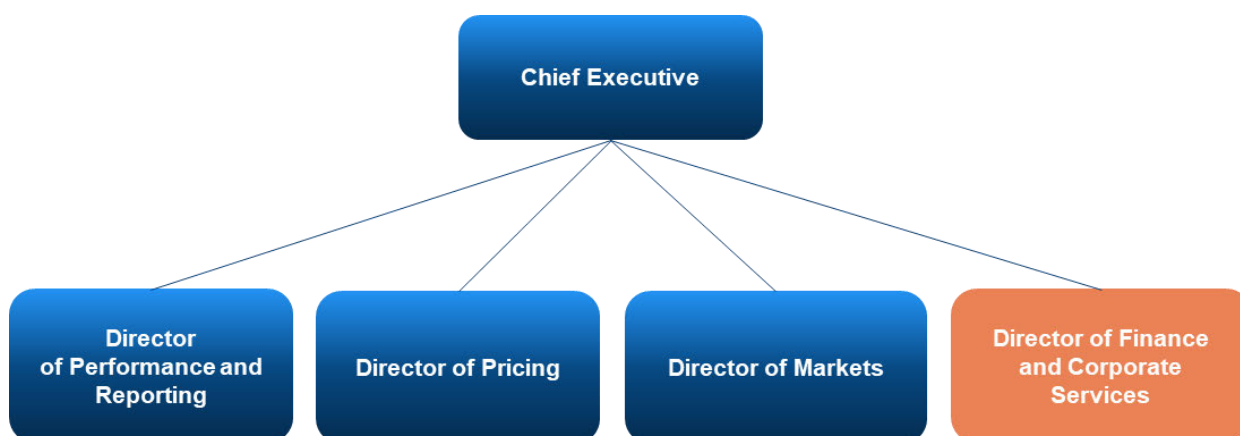
We want our colleagues to live our values. These values describe what we stand for and how we do things at WICS, whilst inspiring, challenging and guiding us towards the delivery of our organisational ambition and goals.

Our values are: As an organisation that operates in the public sector we subscribe to the seven principles of public life which are selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

These values will also help us to achieve our equalities vision of being a proud, fair and cohesive organisation, a great place to work.

WICS ORGANISATIONAL STRUCTURE

This structure is designed to ensure effective governance, clear accountability, alignment with our strategic goals, and the delivery of value for money throughout. It reflects our commitment to maintaining a robust regulatory framework and fostering collaboration across all departments.



FINANCE AND CORPORATE SERVICES DIRECTORATE

The **Finance and Corporate Services Directorate** at WICS is essential for supporting the organisation's operational efficiency and effectiveness. It manages key functions such as finance, human resources, IT, procurement, and facilities, ensuring WICS meets its regulatory objectives. The directorate focuses on optimising resources, maintaining robust governance and compliance standards, and fostering continuous improvement across the organisation. By delivering high-quality support services, the directorate enables WICS to achieve its strategic goals and maintain a high level of service delivery in regulating the water sector in Scotland.

Role Profile

Job Title	PA to CEO and Chair
Pay Grade	Band 2
Directorate	Finance and Corporate Services
Reports to	Chief Executive Officer
Location	Hybrid/Stirling

MAIN DUTIES AND ACCOUNTABILITIES

To provide administrative and executive assistance to the CEO and Chair of the WICS' Board.

Key responsibilities include:

Executive Support

- Provides high-quality executive and administrative support to the CEO and Chair by ensuring effective management of priorities, drafting and managing correspondence, including controlling schedules, travel arrangements, meetings and events planning, resolving scheduling conflicts, managing travel expenses and prioritising senior time based on the organisation's objectives.
- Manages and prioritises the CEO and Chair's email inbox, handling sensitive information with discretion, and drafting responses when appropriate or converting to actions when necessary.
- Provides effective executive stakeholder engagement by acting as a key coordination point between the CEO, Chair, Leadership Team and wider organisation. Coordinating with the Board Secretary on Commission related communications when required.
- Co-ordinates smooth communication between the Chair, CEO, leadership team and the wider office.
- Anticipates organisational needs and potential challenges, providing solutions and support where needed.

Provides administrative support to members of the Leadership Team as required, including travel and logistics and travel itineraries, conference and event registration prioritising support to the CEO and Chair.

Secretariat Support

- Manages and delivers secretariat support for leadership team meetings and all staff meetings, including preparing agendas, compiling and distributing papers and ensuring accurate recording of minutes and actions.
- Coordinates with the Board secretary to ensure seamless governance and communication between Commission and Leadership Team priorities, papers and actions

- Maintains filing systems ensuring accuracy, easy retrieval adhering to data protection and retention policies.

Adhoc Duties

- Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.
- Input into corporate improvement and reporting.

Provides flexible administrative cover during periods of leave or absence, including (but not limited to) secretariat support to the Board and Committees, organisation-wide administrative assistance, event planning and support for facilities management and health and safety functions.

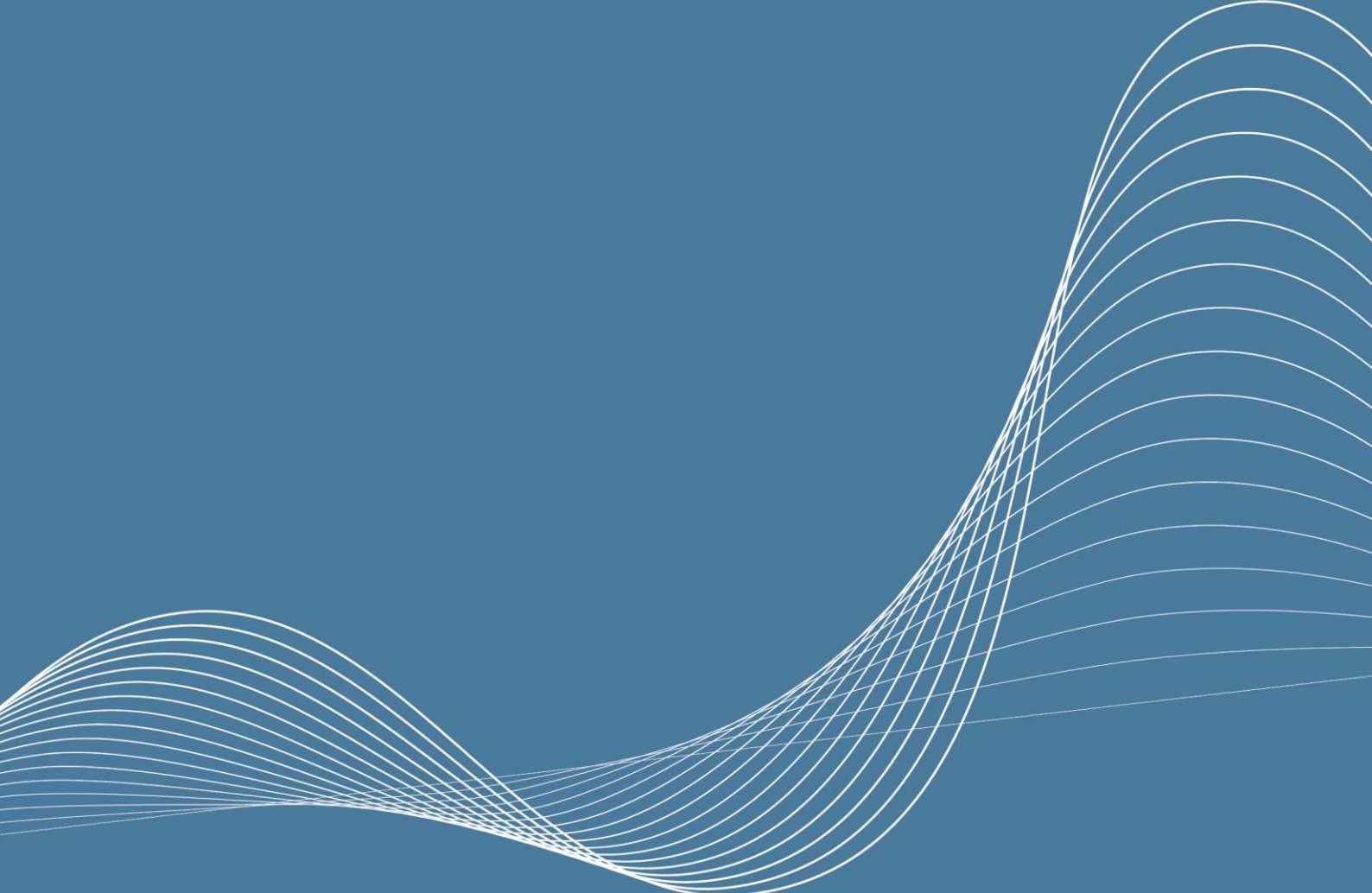
Pay banding responsibilities

As a Personal Assistant, the postholder is expected to:

- Understand own role and its contribution.
- Is flexible and open-minded.
- Understands and follows instructions.
- Is approachable and co-operative.
- Is mindful of costs.
- Is personally organised, reliable and efficient, maintaining quality.
- Can apply knowledge to routine tasks.
- Show openness to feedback and commitment to professional development.
- Contribute to WICS' culture of learning, continuous improvement, and public service.

Selection Criteria – Knowledge, Skills and Experience		
Role Requirements	Essential	Desirable
Knowledge		
Effective stakeholder management with the ability to manage relationships and get things done is crucial.	✓	
Skills		
Well - developed and professional interpersonal skills able to build relationships and collaborate with a range of stakeholders.	✓	
Excellent listening, written and verbal communication skills (including good proof reading skills, minute taking, as well as numeracy skills).	✓	
Highly organised, with excellent administrative skills and attention to detail.	✓	
Able to multi-task, prioritise, work to tight deadlines and remain calm under pressure.	✓	
Flexible and proactive with ability to work effectively both independently as well as part of a team.	✓	
Able to maintain integrity when dealing with highly confidential and sensitive matters.	✓	
Able to use initiative to proactively respond to situations and projects.	✓	
Able to problem solve through thinking ahead to anticipate problems and solve them before they escalate.	✓	
A high level of competency in all MS Office products (Word, Outlook, Excel, PowerPoint, Teams, Planner, Copilot)	✓	
Experience		
Public sector or regulatory environment experience.		✓
Proven PA/EA experience at senior executive or board level, ideally supporting multiple leaders simultaneously.	✓	
Qualifications		
Role Requirements		
Educated to degree/HND level in a relevant business and administration qualification or a minimum of 2 -4 years equivalent experience in a business, or related fields.	✓	
Other Requirements		

High standard of personal presentation.	✓	
Able to work flexibly in response to service needs	✓	
Impartial, trustworthy and discreet.	✓	
The job requires travel for business purposes: Yes	✓	



WICS
Moray House
Forthside Way
Stirling
FK8 1QZ

T: 01786 430 200
E: enquiries@wics.scot

WICS Economic
regulation for
Scotland's water

