

Managing your Staff

Ensuring that your relationship with your Personal Assistant is professional and fair is clearly very important. Having a constructive working relationship will enhance the chances that your employee will want to stay with you – thus providing consistency of support.

A lot of good practice is common sense and is based upon respect, clear communication of roles and expectations and maintaining appropriate boundaries.

At DASL we have a contract of employment for you and your Personal Assistant to sign and for you both to have a copy. It outlines the conditions of employment, i.e. wages, hours, location, holiday and sick pay. There is also a grievance policy, so if things do go wrong you know how to approach the matter professionally and legally. You can also personalise this document by attaching a copy of the job description.

Communication is a central component – you need to be clear with your Personal Assistant as to your expectations of them and to be consistent in your approach. For example, stating the notice you require from the Personal Assistant in relations to taking holidays.

However, a degree of flexibility always helps if unexpected situations arise – such as if the Personal Assistant needs to take time off to deal with a family emergency.

One useful idea is to have regular supervision – a time put aside for both of you to have a talk about how the working relationship is going, and if there are any concerns on either side. Keep notes if possible, and allow your Personal Assistant to keep a copy – signed by you both.

Useful information and advice on employment related issues can be found at www.acas.org.uk