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| **Job title: Personal Assistant**  **Line manager: Executive Support Manager to CIO** |  |
| **Grade 4** |  |
| **Direct reports: none** |  |

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| **Role:** |
| Joining Peabody means becoming part of one of the UK’s most established and respected housing associations, with a proud history dating back to 1862 and a bold vision for the future. With over 108,000 homes and 220,000 residents, Peabody plays a critical role in shaping inclusive, sustainable communities across London and the Southeast.  One of our core priorities across all parts of the business is to deliver an excellent experience every time to every customer, internal and external. Our values are do the right thing, celebrate diversity, be kind, pull together, love new ideas and keep our promises, and these will be central to your work at Peabody.  This role will provide support to two senior Directors within a large department. The PA plays an important role in managing the Directors’ office, supporting them to run two large teams seamlessly and leading the day-to-day administration and office management of the different teams that report into the Directors. Acting as an ambassador for the Directors and the organisation in every respect and staying one step ahead of what’s needed, the PA will confidently control the organisation and support the workload and optimise the time of the Directors.  The main location of the role is at Peabody’s head offices in Waterloo; the role will require to be in the office a minimum of 2 days a week. |
| **Responsibilities:**   1. Effective diary management, knowing when to highlight key messages and tasks, when to respond on their behalf, when to cascade / escalate and how to optimise time 2. Actively involved in the monitoring and management of compliance, building safety, Key Performance Indicators and business risks for reporting purpose: support in collating the reporting statistics with an understanding of the data, highlighting exceptions to support the collation of information for papers 3. Operate an effective system for monitoring and progressing team priorities, including project milestones and deliverable actions: maintain action logs and task lists from various meetings/ 1-2-1/ or projects to ensure completion within required deadlines 4. Assist in the production of and proof-read board and committee reports 5. Organise meetings, including arranging venues or video conferencing, travel and accommodation, preparing and circulating agendas, collating and distributing pre-reading material and presentations, liaising with suppliers, preparing rooms and equipment and accurately recording minutes/distributing/ tracking follow up actions and outputs to ensure completion within required deadlines 6. Proactively review and monitor responses to enquiries, in conjunction with colleagues and stakeholders 7. Manage teams’ records/performance, organisation structures, induction for new starters 8. Raise purchase orders, manage relevant budgets and departmental purchase card, ensuring invoices are accurate and processed in a timely manner 9. Process expenses   **Skills/Requirements:**   * Strong PA experience at senior level supporting multiple individuals * Highly organised with excellent time management and ability to prioritise a varied workload * Confident communicator with a calm, professional manner and positive can-do mindset * Excellent written / verbal communications and presentation skills, with a good eye for detail * High levels of efficiency and proactivity, always staying one step ahead * Discretion, with experience handling confidential information, recognising restrictions on access and disclosure, including protecting person privacy * Proficient in Microsoft Office / strong IT skills   **About you** – as well as the above you will be able to demonstrate that you:   * Are a flexible and co-operative team player * Have confidence to interact at all levels internally and externally * Are pro-active, professional, with the ability to work independently and committed to delivering great service * Have flexibility to respond to the dynamic demands of a busy PA role, occasionally working evenings or earlier in the day * Have, ideally, experience of working in asset compliance and building safety or a knowledge and understanding of the construction industry |