

Job title:

PA to Group Support Services Group Director(s)

Line manager:

Executive Support Manager

Grade (if applicable):

4



Role purpose:

To provide a comprehensive and efficient personal assistance and administrative support to the relevant Group Director(s) (GSS) and their wider teams as needed.

In addition, acting as an ambassador for the Group Support Services Directorate, whilst supporting the relevant Group Director(s) with their workload with confidence, by staying one step ahead of what is needed.

Key results:

- Support the relevant Group Director(s) and their teams with running seamlessly, by leading the day-to-day office management and implementing effective administration systems and processes in those service areas
- Manage the relevant Group Director(s)'s correspondence and diary effectively including ensuring that e-mails, post and telephone calls are dealt with in a timely and effective manner, cascading and escalating where required within the function or to the Executive Support Manager as needed.
- Support the Group Director(s) with the timely production of various documentation, including presentations and reports, by maintaining high levels of accuracy, attention to detail and focus; minuting meetings as needed.
- Co-ordinate and schedule meetings ensuring efficient and effective diary management and the preparation and dissemination of supporting materials for the Director and relevant AD/Heads of Service (this will include venues, video conferencing, preparing agendas, collating and distributing materials, liaising with suppliers, coordinating travel arrangements, preparing rooms and equipment and recording/distributing/following up actions and outputs)
- To assist in the production of Board and Committee reports and proof-reading as needed for relevant Directors.
- To build effective partnership relationships with senior management, team members, customers, key stakeholders and the wider ESM/PA team.
- Assist with budget management by processing and coding of invoices and expenses
- To support project work in the Directorate as required and contribute to the effective running of the wider ESM/PA team.
- Collaboratively working with the support function across both the directorate and the business as a whole, assisting colleagues and covering for planned and unplanned absences.
- Assistance in project work such as administration of the WOW awards and other events, RAH draw and setting up the monthly and yearly events

Version Date:

April 2024

Success metrics:

- Excellent feedback received from all stakeholders in relation to the service provided
- Strong and trusted relationships are built with key colleagues and customers
- E-mails, post and telephone calls are dealt with confidence and in a timely and effective manner
- All aspects of business meetings/events are organised, agendas developed, supporting materials/notes of meetings prepared and disseminated and minutes/actions taken while adhering to deadlines at all times

About you:**You will be:**

- Able to immerse yourself within the business, understanding the work of the directorate and the organisational structures in place.
- Able to work efficiently and effectively while balancing multiple tasks.
- Able to communicate with a warm, inclusive and open manner in order to proactively promote positive 'one team' working across the Directorate and the wider business
- Extremely organised, with highly attuned planning and problem-solving skills, and experience in operating in a busy environment with competing demands
- Able to exercise sound judgement and maintain discretion and absolute confidentiality at all times.
- Resilient and flexible when working to tight deadlines, being able to prioritise work effectively and manage expectations.
- Experienced and highly effective in collating and issuing papers for meetings/boards - ensuring that papers are received in the appropriate format and to deadline, from colleagues from across the business.

You will have:

- Substantial experience in a similar role providing executive level PA and project support at senior level
- Highly developed prioritisation, problem solving and organisation skills and be able to demonstrate a high degree of confidentiality.
- Ability to work independently, exercising good initiative and judgement.
- Proven attention to detail and ability to work on a variety of tasks simultaneously.
- Excellent written and verbal communication skills.
- Proven time management and prioritisation skills.
- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Proven attention to detail and ability to work on a variety of tasks simultaneously.
- Ability to work under pressure and meet deadlines and targets.
- A high level of IT skills and experience in using a full suite of Microsoft Office software (including but not limited to: Word, Excel, PowerPoint, Outlook, SharePoint, Microsoft Teams)
- A passion for what we do at Peabody - and an unstoppable drive to deliver great customer service