

## Job Description

**Position:** PA Executive Assistant to Director of Operations

**Reporting to:** Director of Operations

**Responsible for:** N/A

**Place of Work:** Head Office

**SHR Post Code:**

**Date:**

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### Summary of position:

To provide full administration and executive support to the Director of Operations. Administrative support is also provided to Head of Care Operations, Head of Housing and Head of HR. This role requires the ability to work independently with little or no supervision and for the post holder to be well organised, flexible and have the ability to stay focussed in a fast-paced environment. The post holder will be flexible, proactive, resourceful and efficient when under pressure.

### Duties & Responsibility:

1. Produce high quality communications with attention to detail and clarity.
2. Manage multiple calendars and arrange meetings, conference calls and other appointments internally and externally, dealing with logistics associated with this function in a timely and cost-effective manner.
3. The ability to use MS Office: Word, Excel, PowerPoint and Outlook to advanced level and other software packages as required.
4. Process incoming and outgoing communications within the department promptly and efficiently; determine their significance and act accordingly.
5. Assist the Director of Operations, Head of Care Operations, Head of Housing and Head of HR with preparation of presentation materials.
6. Prepare and submit the monthly KPI reports accordingly addressing any areas of concern with the relevant Heads of Department and/or Home Managers/Housing Officers.
7. Maintain up to date database systems for the accurate recording and retrieval of information where appropriate.
8. Provide group training to the Home Managers, Scheme Managers of any new care/housing systems implemented also providing guidance notes.
9. Prioritise and manage multiple projects simultaneously, and follow through on issues in a timely manner.

10. Ensure that all policies are reviewed in a timely manner ensuring each individual responsible for the review is informed of the review dates
11. To undertake and keep up to date any trackers required by the operational team
12. On behalf of Director of Operations prepare and collate documentation in preparation for all meetings.
13. Attend meetings where required with the Director of Operations, Head of Care Operations, Head of Housing or Head of HR taking accurate notes ensuring they are typed up and circulated in a timely manner.
14. Support Director of Operations in the coordination of development of care and housing services.
15. Work towards the agreed policies and standards in keeping with the stated beliefs of the organisation.
16. Work to promote equality and diversity, and eliminate discrimination for all the organisations service users, staff and volunteers.
17. To take part in individual performance reviews as required.
18. Greet and assist visitors.

**No job description can cover every issue that arises within the post, and the post holder may be required to carry out other duties as deemed necessary commensurate with the principal function of the post and the capability of the post holder.**

## Person Specification

Prerequisite		Essential	Desirable
<b>Physical Characteristics:</b>			
	Good attendance record	▪	
	Neat, groomed appearance	▪	
	Good telephone manner	▪	
<b>Attainment &amp; Experience:</b>			
	Strong PA/Executive Assistant experience, with accurate typing	•	
	Experience of minute taking	•	
	Microsoft Word experience	•	
	Database and spreadsheet experience	•	
	Shorthand		•
	Organisational skills	•	
	Good standard of grammar and spelling	•	
	Audio skills		•
<b>Interpersonal Skills:</b>			
	Evidence of good communication skills	•	
	Appreciation of confidentiality	•	
	Ability to meet tight deadlines	•	
<b>Other Attributes:</b>			
	Caring, demonstrating patience with older persons	•	
	Full time	•	
	Own Transport	•	

## TRAINING REQUIREMENTS

The duties of the post necessitate the following training elements to be completed subsequent to employment.

<b>Training Element</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Induction</li><li>• Health &amp; Safety</li><li>• Fire Awareness</li></ul>	▪ ▪ ▪	