



CARTREF HOMES UK LTD

JOB DESCRIPTION

POSITION: Personal Assistant (PA) to Senior Management Team

RESPONSIBLE TO: Company Directors

REPORTING TO: Managing Director

A PA to the Managing Director in an adult social care organisation needs to be much more than an administrative assistant. They should be capable of managing sensitive information, supporting governance and compliance, coordinating across multiple services, and acting as a key point of contact for senior stakeholders, regulators, commissioners, families, and colleagues.

Location

Head Office, 22 London Road, Sittingbourne Kent ME10 1NA with occasional travel to services and external meetings.

Salary

£35000 to £45000, dependent on experience and qualifications.

Hours

30- 37.5 hours per week (negotiable)

Job Purpose

To provide comprehensive, confidential, and proactive executive support to the Managing Director and senior managers within an adult social care organisation supporting people with learning disabilities.

The postholder will function as a trusted partner to the Managing Director, ensuring the efficient management of business priorities, communications, governance activities, meetings, projects, and organisational administration. They will contribute to the smooth operation of the organisation and support the delivery of high-quality services for people we support. The position will also involve some support for the Business development Manager and HR manager as necessary.

Key Responsibilities

Executive Support

- Provide high-level administrative and organisational support to the Managing Director.
- Manage and coordinate the Managing Director's diary, appointments, meetings, and travel arrangements.
- Screen and prioritise correspondence, emails, telephone calls, and requests.
- Prepare meeting agendas, board papers, reports, presentations, and briefing documents.
- Draft correspondence, letters, policies, reports, and communications on behalf of the Managing Director.
- Act as the first point of contact for internal and external stakeholders.

Governance and Compliance Support

- Support the coordination of Board meetings, Senior Leadership Team meetings, and other governance forums.
- Prepare and distribute meeting packs and ensure accurate recording of minutes and actions.
- Maintain governance records, action logs, and organisational documentation.
- Assist with regulatory submissions and information requests from external bodies including CQC and local authorities.
- Support the management of company policies, procedures, and document control systems this will include development of new policies as required and the updating of existing policies to reflect changes in legislation, regulation and practice.

Business and Project Coordination

- Monitor and track organisational projects and strategic priorities.
- Follow up actions on behalf of the Managing Director to ensure deadlines are met.
- Coordinate communications between departments and service locations.
- Support organisational initiatives, service developments, and quality improvement projects.

Stakeholder Relations

- Build positive working relationships with employees, commissioners, families, professionals, regulators, and external partners.
- Manage sensitive enquiries professionally and confidentially.
- Always represent the organisation professionally.

Administrative Management

- Create and maintain efficient filing and record-keeping systems.
- Produce accurate reports, spreadsheets, and management information.
- Production of summary management accounts for monthly Directors Meetings.
- Arrange events, meetings, workshops, and company functions.

Confidentiality and Information Governance

- Handle highly sensitive and confidential information appropriately.
- Ensure compliance with GDPR, confidentiality requirements, and organisational policies.

- Exercise discretion and uphold professional integrity at all times.

General Responsibilities

- Promote the organisation's values and commitment to person-centred support.
- Contribute positively to a culture of quality, inclusion, respect, and continuous improvement.

Undertake other duties appropriate to the role as directed by the Managing Director