

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Personal Assistant to the Director of Development, Growth & Partnerships		
<b>TEAM</b>	Development & Sales	<b>LOCATION</b>	Coastline House and other locations on an agile basis
<b>VERSION</b>	V2 2026	<b>LAST UPDATED</b>	January 2026

### THE PURPOSE OF THIS ROLE IS TO

Provide comprehensive, efficient and professional services to the Director of Development, Growth & Partnerships (DoDGP) and Assistant Director of Development & Sales (ADoD&S) to ensure that they are supported in all aspects of their work.

Assist the heads of service in the directorate by providing clerical and administrative support.

Provide cover as required in the absence of other PAs and the assistant company secretary.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Providing personal assistance to the DoDGP and ADoD&S, such as diary management, arranging efficient co-ordination of meetings and appointments, room bookings, travel arrangements, hospitality and dealing with calls and enquiries.
2. Organising agendas and recording and producing high-quality minutes, respecting confidentiality at all times.
3. Filtering mail, emails and telephone calls and dealing effectively and professionally with enquiries on behalf of the DoDGP, including responding to straightforward enquiries and drafting responses for the DoDGP on more complex or sensitive matters.
4. Managing communication with external contacts, ensuring high standards of communication and showing initiative in working with colleagues across Coastline and a wider external network to ensure queries are dealt with to a high standard.
5. Providing a first point of contact with other departments and external parties, offering a first-class customer service for the department.

6. Organising or supporting external events as appropriate, including support at scheme open days or consultation events, including the provision of ad-hoc support to the Communications Team and other PR work, as required.
7. Working with colleagues (particularly other personal assistants and the assistant company secretary) to ensure appropriate cover arrangements are in place and functioning across the organisation.
8. Assisting the assistant company secretary and governance assistant in dealing with potential complaints, ensuring high standards of communication with customers and showing initiative in working with colleagues across Coastline to ensure complaints are being dealt with to a high standard in line with the group's values and customer service expectations.
9. Providing administrative support to the Health & Safety Committee.
10. Managing and maintaining effective processes and systems to ensure the smooth running of the directorate, including electronic filing systems, annual holiday planning, the production of board and committee reports on behalf of the DoDGP and ADoD&S, and assisting with the coordination and input of scheme data onto the housing management data systems, in line with agreed procedures.
11. Undertaking occasional projects or assignments on behalf of the DoDGP that may involve research, information gathering, report writing, or other forms of output.
12. Managing the signing, sealing and transportation of legal and contractual documents within the organisation and externally with contracting parties and solicitors.

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best

Essential Skills:

- Highly organised, with an ability to prioritise a busy workload
- Experience as a PA or secretary to a director
- Ability to maintain the highest standards of confidentiality
- Able to use initiative, discretion and work without supervision
- Able to work under pressure

- Flexibility and adaptability
- Influential and positive
- Honesty, integrity and trustworthiness
- Loyalty and commitment
- Commitment to equality and diversity
- Good standard of education, specifically English
- Strong in use of Microsoft software; Word, PowerPoint, Outlook and Excel
- Has a full driving licence and access to a vehicle

**Some experience in the following would be an advantage:**

- Commitment to personal development
- Willingness to work outside of office hours when priorities demand
- Minute-taking experience
- Experience in a housing association or similar sector

### General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

### REPORTING

- Reports to the Director of Development, Growth & Partnerships

## CONTACTS

### Internal

- Non-executive directors, executive directors, managers and staff across the company.

### External

- Funders, solicitors, local authorities, housing associations, councillors, contractors and consultants, developers, landowners, customers, MPs, external agencies and all other stakeholders.

