

## ROLE PROFILE

<b>POSITION</b>	Personal Assistant		
<b>TEAM</b>	Development	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	3	<b>LAST UPDATED</b>	March 2020

<b>PURPOSE OF ROLE</b>	To provide comprehensive, efficient and professional services to the Director of Development & Commercial Services (DoDCS) and Head of Development (HoD&S) to ensure that they are supported in all aspects of their work.
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## KEY ACCOUNTABILITIES

1. Provide personal assistance to the DoDCS and HoD&S, such as diary management, arranging meetings and appointments, room booking, travel arrangements, hospitality, agenda preparation and minute taking, dealing with calls and enquiries in a professional manner.
2. Manage the production of Executive Team, Board and committee reports on behalf of the DoDCS and HoD&S; and manage the signing/sealing and transportation of legal and contractual documents within the organisation and externally with contracting parties and solicitors.
3. Produce presentations, reports and other documents as requested, ensuring high standards of presentation and professionalism.
4. Filter and respond to emails and answer letters on behalf of the DoDCS.
5. Undertake occasional projects or assignments on behalf of the DoDCS which may involve research, information gathering, report writing, or other forms of output.
6. Provide a first point of contact with other departments and external parties, offering a first class customer service for the department.
7. Organise or support external events as appropriate including support at scheme open days or consultation events.
8. Administer the annual holiday planning and cover arrangements for the Directorate.
9. Co-ordinate and provide administrative support for the company's documentation relating to the management of and the submission of tenders, bids and associated projects ensuring that it is controlled and up to date.
10. Work with colleagues (particularly other Personal Assistants) to ensure appropriate cover arrangements are in place and functioning across the organisation.
11. To undertake other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.
12. Assist with the coordination and input of scheme data onto the Housing Management data systems in line with agreed procedures.

## GENERAL OBLIGATIONS

1. Respect the confidential nature of much of the material handled by the post-holder and ensure the secure keeping of sensitive documents, reports, correspondence, etc.
2. Act at all times in a professional manner that positively enhances the image of the Company.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's corporate values, requirements, standards and limits of authority, e.g. Standing Orders, Financial Regulations, etc.
5. Ensure that the Company's policies and procedures for Health & Safety at Work are observed.
6. Observe and continually promote equality and diversity and customer care in full compliance with Company policy and standards.
7. Support the Company's approach to risk management, ensuring that risks are appropriately managed within the sphere of the post-holder's work.

## REPORTING

- Reports to the Director of Development & Commercial Services

## CONTACTS

### Internal

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

### External

- Funders, MP's, Homes England, Local Authorities, Housing Associations, Councillors, Contractors and Consultants, Developers, Land owners, Customers, external agencies and all other stakeholders.

## PERSON SPECIFICATION

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<b>TEAM</b>	Development	<b>LOCATION</b>	Coastline House
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QUALITY	ESSENTIAL	DESIRABLE
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline's values:                             <ul style="list-style-type: none"> <li>✓ Put our customers first</li> <li>✓ Be open, honest and accountable</li> <li>✓ Value each other</li> <li>✓ Strive to be the best</li> </ul> </li> <li>• Highly organised with an ability to prioritise a busy workload</li> <li>• Ability to maintain the highest standards of confidentiality</li> <li>• Able to use initiative, discretion and work without supervision</li> <li>• Able to work under pressure</li> <li>• Flexibility and adaptability</li> <li>• Influential and positive</li> <li>• Honesty, integrity and trustworthiness</li> <li>• Loyalty and commitment</li> <li>• Commitment to Equality &amp; Diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to personal development</li> <li>• Willingness to work outside office hours when priorities demand</li> </ul>
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Good basic level of education, specifically English</li> <li>• RSA 3 Word Processing or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• LCCI Secretarial Diploma</li> <li>• Business or CIOH qualification</li> <li>• Evidence of formal IT training</li> <li>• RSA 3 Audio Typing or equivalent</li> <li>• Shorthand 60 WPM</li> </ul>

<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• Minimum of one year working at PA or Senior Secretarial level</li> <li>• Experience of administering a busy office at Director level.</li> <li>• Experience of producing reports, succinct obtaining information frequently to tight deadlines.</li> <li>• Minute taking experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience as a PA or Secretary to a Director</li> <li>• Understand the relationship between the Company and its stakeholders</li> <li>• Experience gained within a Housing Association or similar sector</li> </ul>
<b>Job Related skills</b>	<ul style="list-style-type: none"> <li>• Clear oral/written communicator at all levels with the ability to form strong working relationships</li> <li>• Excellent interpersonal skills</li> <li>• Discretion and confidentiality</li> <li>• Excellent customer focus skills</li> <li>• Excellent diary management</li> <li>• Excellent IT skills</li> <li>• Competent in use of Microsoft Word, Excel, PowerPoint and Outlook</li> <li>• Represent the Directors at all times and in all actions</li> <li>• Ability to write clear and concise letters, emails and other correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to analyse statistical data</li> <li>• Ability to prepare and provide presentations</li> <li>• Experience of using bespoke software packages such as meeting management, work planning or financial management software.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Full driving licence and access to a vehicle</li> </ul>	