

# Personal Assistant to the Executive Team

## About us

Age UK Lincoln & South Lincolnshire is a local independent charitable organisation and part of the Age UK Brand Partnership. Our organisation has been providing services and support to people aged 50 and over across Lincoln and South Lincolnshire for over 60 years, ensuring that they get the most from life. We currently support over 4,000 people each week in the community with 1,500 people attending our Head Office at Park Street for activities, home cooked food and social interaction.

Our vision and mission statement drive everything we do.

### Our vision

*A world in which older people flourish.*

### Our mission

*To improve lives of older people.*

Our values underpin our work:

- **Caring & Understanding** – We recognise and understand the individual needs and requirements of our customers.
- **Dignity & Respect** – We treat our customers with the dignity and respect that they deserve at all times.
- **Dedicated & Passionate** – We are dedicated and passionate about ensuring the voice of older people is heard and valued.
- **Independence** – We are committed to supporting older people to live a fulfilling and independent lifestyle.
- **Compassionate** – We work compassionately to provide services and support to older people in our community.

We have over 250 employees and more than 200 volunteers across a diverse range of services:

<b>Care Companions</b>	<b>Support Workers</b>	<b>Handyperson Service</b>
<b>Gardeners</b>	<b>Laundry</b>	<b>Deep Cleaning Team</b>
<b>Information and Advice</b>	<b>Lifeline Response</b>	<b>Activities &amp; Events</b>
<b>I Forget (Dementia Service)</b>	<b>Volunteering</b>	<b>Retail</b>
<b>Human Resources</b>	<b>Finance</b>	<b>Fundraising &amp; Marketing</b>

We are embarking on a journey to grow our services to support more people and during this expansion need the right people to join us. If you are motivated by our values, vision and mission and want to be part of a fast growing, forward thinking and friendly organisation, why not apply to work for Age UK Lincoln & South Lincolnshire.

## Job Description

<b>Job Title:</b>	Personal Assistant to the Executive Team
<b>Location:</b>	36 Park Street, Lincoln LN1 1UQ
<b>Hours of work:</b>	Full Time - 35 hours per week between 8.30am and 4.00pm
<b>Responsible to:</b>	Chief Executive Officer
<b>Job Purpose:</b>	To provide exceptional PA support to the Executive Team. To work in a fast paced, dynamic organisation – this is a highly demanding, challenging but rewarding role. As Personal Assistant you will support the Executive Team with all administration tasks, plan schedules, take accurate minutes, liaise with all stakeholders and provide all round exceptional PA support. Representing the Executive Team, you will need to think ahead and be proactive in your approach.

### Main Tasks:

- Organise, coordinate and maintain the Executive Team calendars in an effective and efficient manner.
- Facilitate, organise and attend meetings, ensuring the Executive Team has all necessary documentation and are well prepared for events and meetings.
- Support the Finance and Business Support Director with the overall management of our IT systems and communication systems.
- Attend meetings as minute taker including Board meetings producing timely and accurate records.
- Support and carry out specific projects and research, ensuring projects are delivered on time and within budget.
- Have a proactive 'can do' attitude and ability to use own initiative.
- Act as a key link for coordination and communication to the Board of Trustees and associated committees.
- Support, maintain and manage relationships with key stakeholders and partners at all levels.
- Screen all phone calls, enquires and requests for the Executive Team, handling them efficiently when appropriate.
- Produce accurate mail merged documents.
- Work with the Head of Quality and Compliance on all aspects of First Aid, Fire Safety, information governance and Care Quality Standards.
- Arrange transportation and travel arrangements for the Executive Team.
- Meet and greet Executive Team visitors at all levels of seniority.
- Deal with incoming emails and post, often corresponding on behalf of the Executive Team.
- Produce documents, briefing papers, reports and presentations for the Executive Team and/or Board of Trustees as required.
- Support the CEO with the administration of external committees.
- Personally represent the organisation at meetings and networking events.

- Taking responsibility for the administration of contracts, grants and funding.
- Support the Finance Team for auditory purposes.
- Work with the Finance Team to facilitate credit card payments/reconciliation and mileage/expense claims.
- Lunch and refreshments, keeping office tidy and stocked etc
- Support the organisational engagement and wellbeing through the organisation of team building activities and employee recognition administration.
- Maintain an up to date and extensive knowledge of all Age UK Lincoln & South Lincolnshire services, together with knowledge of key individuals both externally and internally.
- Maintain a good understanding of the organisations aims and objectives as well as key partners' aims and objectives.
- Carry out all other duties as deemed reasonably necessary.

## Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
---	-----------	---	-----------	---	-------------	---	-----------

### EXPERIENCE

Minimum of 2 years' experience working in a similar role or transferable skills with a proactive approach to personal development.	E	A/I
Evidence of developing and sustaining partnership working with external and internal organisations.	E	A/I
Experience and knowledge of working in the voluntary sector.	D	A/I

### KNOWLEDGE

Understanding and appreciation of the needs of older people and persons at risk.	D	A/I
An excellent communicator – with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds.	E	A/I
Exceptional touch typing and word processing skills including knowledge of Microsoft office packages.	E	A/I
Ability to take accurate and comprehensive minutes.	E	A/I
Awareness of how to produce business minutes, documents and communications.	E	A/I
Understanding of the importance of confidentiality	E	A/I
Awareness of the functions of Age UK Lincoln & South Lincolnshire services and support.	D	A/I
Short hand and audio typing skills are advantageous.	D	A/I
Knowledge and understanding of the issues surrounding information governance.	D	A/I
Knowledge of first aid, fire safety, safeguarding and health and safety.	D	A/I

### PERSONAL QUALITIES

Well-presented and business like.	E	I
Friendly, warm, enthusiastic and outgoing. With an approachable, welcoming and 'can do' attitude.	E	A/I
Ability to act on own initiative.	E	A/I
Ability to work effectively as part of a team and alone when required.	E	A/I
Willing to accept instruction and responsibility and use initiative.	E	A/I
Good organiser and ability to multi task.	E	A/I

Flexible approach to work to support other departments.	E	A/I
Good timekeeping skills and ability to meet deadlines.	E	A/I
Good local knowledge of services for older people.	D	A/I

## EDUCATION & QUALIFICATIONS

Good standard of general education, including GCSE grade C or higher in literacy and numeracy	E	A/I
A recognised qualification in secretarial or administrative skills. These can include: NVQ Level 3 in Business and Administration. OCR Higher Diploma in Administrative Procedures. City & Guilds Advanced Diploma	D	A/I
Willing to undertake appropriate training and development.	E	A/I
Evidence of training and ongoing development.	D	A/I

## OTHER REQUIREMENTS

Working flexibly above core hours to meet the needs of the business when required.	E	A/I
--	---	-----

## Conditions of Employment

- ✓ Receipt by us of two satisfactory references. (one must be a professional reference from your current or most recent employer, neither may be related to you).
- ✓ Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity).
- ✓ A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity).

## Probationary Period

This post is subject to a six-month probationary period.