

Personal Assistant to Director

> Customer Services Directorate

What's it all about

This role provides high-level, proactive support to its Director(s), by planning and organising work so that the Director(s) priorities are met, organisational goals are achieved, and best practices are upheld. Acting as a trusted point of contact, the PA manages complex diaries, monitors communications, and coordinates travel and meetings with professionalism and discretion.

How you'll make a difference

The role requires handling highly sensitive information, producing accurate, high-quality documents and reports, and leading or supporting internal projects. The PA must maintain strict confidentiality when working with documents and stakeholders.

In addition, the role contributes to improving administrative processes and plays an active part in the wider EA/PA network supporting colleagues and modelling best practice.

How you'll do it

Support and Coordination

- Provide high-quality, professional support to the Director(s), including diary management, email monitoring, travel arrangements, coordinating logistics, and preparation for meetings and events.
- Ensure the Director(s) is well-prepared by managing schedules, producing high-quality documents and reports, and providing timely access to relevant documents and information.
- Maintain professionalism and strict confidentiality with all materials and stakeholders.
- Managing stakeholder relationships and act as a key point of contact.

Project and Task Management

- Act as project officer for internal initiatives, leading or supporting research and project delivery as required.
- Undertake ad hoc tasks and follow up on actions or decisions, ensuring progress and

resolution across short, medium, and long-term priorities.

Document and Information Handling

- Manage confidential and sensitive information with discretion.
- Produce reports, presentations, policy papers, and correspondence on behalf of the Director(s).
- Maintain accurate filing, systems, and support financial processes such as budget monitoring, purchase orders, and invoices.

Meeting and Event Planning

- Plan and organise internal and external meetings, workshops, awaydays, and events, including out-of-hours activities.
- Arrange venues, catering, agendas, and minutes, ensuring all logistics are managed effectively.

Team Collaboration and Support

- Contribute to the EA/PA/Admin network across NHG, supporting colleagues and acting as a role model for junior/new staff.
- Provide cover for other EA/PAs and support Directorates as needed, including general administrative tasks such as post, deliveries, and supplies.

Process Improvement and Issue Resolution

- Use initiative to resolve issues independently, improving administrative processes where appropriate.
- Identify and progress complaints or legal notices received by the Director(s), co-ordinating responses and follow-up actions.

General

- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least three days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive. Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

To learn more about our Values Framework, including what each value looks like in action, please refer to our full **Values Framework document**.

Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

- Previous experience of providing PA/EA support at director level.
- Experience of and ability to build and effectively manage relationships at a senior level including those with boards, customers, partners and a range of stakeholders.
- Evidence of excellent customer service achievements in a complex service delivery environment.
- Experience of managing projects to deliver successful outcomes.
- Experience of effectively dealing with changing priorities and arrangements, including coordinating the work of others.
- Skilled in agenda preparation, minute taking and drafting written correspondence appropriate to recipients.
- Ability to work independently and use initiative to solve problems.

- Strong influencing and negotiating skills supported by personal credibility, integrity and professionalism.
- Effective and confident interpersonal skills with the ability to engage with a range of audiences and work in genuine collaboration with others.

Desirable

- Relevant secretarial qualifications or equivalent.