

What's it all about

To lead and manage the Personal Assistant function, ensuring the delivery of a high level proactive, professional, consistent and resilient support service to the Chief Customer Officer and Directors across the Customer Directorate.

How you'll make a difference

The Office Manager will oversee workloads, prioritisation, service standards and ways of working, ensuring the team operates collaboratively and effectively to support organisational priorities.

How you'll do it

- Manage the PA team, including recruitment, induction, performance management, wellbeing and development.
- Ensure Directors are well-prepared by overseeing schedules, high-quality documents and reports, and have timely access to relevant documents and information.
- Lead the planning, organisation and co-ordination of all Customer Directorate's Senior Leadership Team (Customer SLT) meetings (monthly)
- Create a collaborative, high-performing and customer-focused team culture.
- Provide coaching and support to team members to promote continuous improvement and professional development.
- Conduct regular workload and capacity reviews across the team.
- Oversee the provision of executive and administrative support services to the Chief Officer and Customer Directors.
- Allocate resources and prioritise workloads in line with organisational priorities.
- Coordinate support and cover arrangements during periods of absence or increased demand.
- Develop and maintain consistent service standards and team processes.
- Support forward planning across the Directorate, ensuring effective coordination of meetings, governance activity and deadlines.
- Ensure high-quality preparation and coordination of reports, presentations, agendas and papers.
- Work closely with Directors to identify pressure points and proactively manage support requirements.
- Review and improve administrative processes and systems.
- Support new ways of working that improve efficiency, resilience and customer service.
- Lead on opportunities to streamline processes and improve collaboration across teams.
- Ensure sensitive and confidential information data is handled appropriately.
- Maintain effective document management and information governance practices.
- Lead the PA team to provide project support for organisational initiatives, undertaking research and contributing to the planning and delivery of key projects.
- Monitor and follow up on actions, decisions, to ensure timely completion and effective resolution of short-, medium-, and long-term priorities.
- Managing stakeholder relationships and act as a key point of contact
- Build and maintain effective working relationships with the organisation's Governance Directorate to ensure a cohesive and collaborative approach.
- 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.

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- | | |
|-----------------|-------------|
| • Compassionate | • Inclusive |
| • Progressive | • Empowered |
| • Dependable | |

For each value, we've created example behaviours to help you understand our

expectations in more detail. Please [refer to the framework](#). This role is at **manager** level

This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills including qualifications and professional membership

- Experience managing administrative, PA or executive support teams.
- Strong organisational and operational management skills.
- Experience supporting senior leaders within a complex organisation.
- Excellent communication and stakeholder management skills.
- Experience co-ordinating senior leadership meetings/ governance processes.
- Strong attention to detail and ability to maintain confidentiality.
- Excellent relationship-building skills.
- Ability to manage competing priorities and deadlines.
- Strong problem-solving and decision-making skills.

Desirable

- Experience within housing, local government or another regulated environment.
- Experience implementing service improvements or shared support models.
- Knowledge of governance and committee processes.