



JOB DESCRIPTION

JOB TITLE:	Executive Assistant to Property Services Director
LOCATION:	Newlon House, 4 Daneland Walk, London N17 9FE
SALARY:	£29,020 per annum plus eligibility to participate in the Performance Related Pay Scheme
REPORTING TO:	Property Services Director

MAIN OBJECTIVE

To provide administrative and secretarial support to the Property Services Director and the department. To act as a member of the wider Executive Support Team providing support for Executive Team, Board and Committee meetings.

SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1	To provide high quality PA/secretarial support to the Property Services Director	<ul style="list-style-type: none">• Assistance provided in preparing and sending out specialized correspondence; personal responsibility for efficient handling of routine correspondence.• Assistance provided in preparing reports to standard formats including the insertion of technical information, spreadsheets, appendices etc.• High quality effective presentations prepared using appropriate software.• Director's diary managed effectively and meetings arranged as required using Outlook.• Customer focused meet and greet service provided for visitors• Incoming calls dealt with in a customer-focused way and messages taken and passed on accurately and speedily• Documents scanned, filed and archived as appropriate using agreed conventions for document control.• Stationery and other supplies collected as required• Scanned Post reviewed and passed onto relevant team in Property Services.• Ad hoc meetings arranged and minute accurately; minutes circulated to agreed timescales.• 121 and appraisal meetings booked.• Confidential and commercially sensitive information dealt with appropriately every time.

2	<p>To provide administrative support to the Property Services Director and the Property Services team, with regard to monitoring resident satisfaction with planned or cyclical works, fire safety remediation, reactive planned or day-to-day repairs</p>	<ul style="list-style-type: none"> • Liaison carried out with contractors, consultants, residents and colleagues on defects. Assistance with administering and analysing the satisfaction survey at the end of planned or cyclical works, reactive planned works, fire safety remediation or day-to-day repairs. • Preparing and circulating EoD letters and questionnaires for allocated fire safety remediation schemes. • Attend and write minutes for meetings. • Invoice cover. • Manage magazine subscriptions, including for Committee Chairs. • Reminders sent to team members about papers due to Trust and Group Executive team meetings; action points circulated, chased and reported to Head of Executive Support. • Create and manage a training record and knowledge base for the Department. • Collect and input updates for Pentana from all Property Services Management Team members. • Request POs and process invoices for Resources Director & Procurement. • Book conferences, accommodation & travel.
3	<p>Secretarial duties to the Health & Safety Working Group, Strategic Asset Management Panel, Damp and Mould Taskforce, Fire Safety Design Group</p>	<ul style="list-style-type: none"> • Set annual calendar of meetings. • Service meetings. • Follow up actions arising from meetings. • Set up and maintain electronic folders, files and other material.
4	<p>As a member of the Executive Support Team provide support to the Property Services Director in servicing Committee, Board and Departmental meetings.</p>	<ul style="list-style-type: none"> • All arrangements (including preparation and distribution of agendas, booking of venues, provision of refreshments and equipment, meeting invitations) made to agreed standards. • Meeting papers prepared, checked to agreed standards, uploaded to Convene and distributed to attendees to agreed deadlines. • Accurate and relevant minutes taken and circulated to agreed standards and deadlines.

		<ul style="list-style-type: none"> • Decision register kept up to date in agreed format • All documents saved and archived according to agreed conventions. • Reception meet and greet service provided on an agreed rota (this will involve occasional evening work) • Occasional cover for other members of the Exec Support Team as assigned by the Head of Exec Support (this may involve occasional evening work) <p>Additional meetings/papers to arrange/minute from Property Services team meetings, preparing Property Services Board papers, 1-2-1's and Appraisals for the Property Services Director.</p>
5	Support Head of Executive Support	<ul style="list-style-type: none"> • Provide occasional cover for TET/Board meetings as agreed with the Head of Executive Support
6	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> • Adhere to all aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection. • Newlon Gold service standards (always dealing with requests, being clear and checking you got it right) built into all activities. • Newlon Gold objectives of reliability, consistency and speed built into all activities. • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.