



JOB DESCRIPTION

Job Title:	Personal Assistant
Department:	Income & Marketing, People and Finance
Reports to:	Director of Income & Marketing
Hours:	24

The Role

To provide a PA service to the Directors of, Income & Marketing, People and Finance, working to the highest standards of professionalism and assisting in a range of tasks.

To support the Finance Director with the production of the Annual Reports for St Oswald's Hospice Limited and St Oswald's Hospice Promotions Limited.

To be responsible for collating papers and minutes for the People Committee, Audit & Finance Committee and the Board of St Oswald's Hospice Promotions Ltd.

Key Outcomes and Responsibilities

- Provide a full, confidential PA service to the Directors of Income & Marketing, People and Finance including diary management, scheduling of meetings and arranging travel.
- Organise the Income & Marketing, People and Finance Directors' diaries, identifying and anticipating priorities, taking the initiative in compiling and prioritising "to do" lists, acting on their behalf as appropriate and updating diaries annually of all governance meetings.
- Manage the organisation of regular meetings including departmental team meetings and one to ones as designated by the Directors of Income and Marketing, People and Finance, including: room bookings, preparation and circulations of agendas, briefing papers and minutes.
- Take minutes or actions points at agreed meetings as required and provide back up support to other hospice meetings as required and where capacity allows.
- Be responsible for: arranging meetings, co-ordinating papers and agendas and highlight areas for action in preparation for meetings.
- Prepare outgoing and internal correspondence, reports and other documentation as required for the Directors of Income and Marketing,

People and Finance using Word, Excel, MS Teams, Power-Point etc., as necessary.

- Act as a primary contact for professional advisors such Investment Managers, Pensions Advisors and Auditors, solicitors in relation to leases. Help prepare presentations and packs for presentations as required.
- Undertake basic research and scoping of venues from time to time including costs.
- Prepare documents. manage approvals and obtain signatures, particularly where Trustee authorisations are required.
- Arrange speakers and help organise adhoc training sessions for departmental team meetings and away days as required.
- Circulate information to the Income and Marketing, People and Finance teams and update Teams and SharePoint.
- In the absence of Directors of Income and Marketing, People and Finance, receive and respond to enquiries from telephone callers, visitors, businesses and colleagues to ensure effective communication procedures and to develop effective working relationships.
- Develop and maintain effective office systems and schedules, including electronic filing, retrieval of correspondence and documentation.
- Participate and support in the development of existing or new projects including research and collation of information and the identification of relevant sources.
- Ensure confidentiality is maintained in respect of all aspects of management and Trustees' issues.
- Collate agendas, papers and draft minutes for Board of Trustees meetings when the relevant PA is not available.
- Work closely with the other PAs to the Hospice Management Team to ensure that a seamless service is provided.
- Provide cover where possible, in the absence of other PAs to the Hospice Management Team.
- Out of hours working is required for evening meetings.
- Undertake any other duties as appropriate within the competence level and general level of responsibility of the post as required by the Directors of Income and Marketing, People and Finance.

Risk Management including Health & Safety

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

Team Working and Conduct

Teamwork is core to the role, and you will work as a positive team member.

Our Respect at Work Policy, Values and People Charter help to guide everyone in how we live this day to day.

Confidentiality

You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

New Tasks

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.

Any substantive changes which may need to be made will be discussed with you.

DISCLOSURE / LEVEL An enhanced DBS Check

PREPARED BY/ DATE Sarah Peart – February 2025

About you (The Person Specification)

Qualifications, Training and Education

- As a guide we are looking for 4 GCSEs at grades A-C (or equivalent) including English and Mathematics.
- A business administration qualification or similar would be desirable.

Experience & Knowledge

- Minimum 2 years' experience as a Personal Assistant, or in a similar high-level administrative role to Directors or Senior Managers.
- Diary and correspondence management at Director or Senior Manager level.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).

- Experience of working in the Health, Community Care or Voluntary Sector is an added bonus, but is not essential.

Skills & Qualities

- You are used to handling confidential data and using tact and discretion in sensitive situations.
- A proactive, solution-focused mindset with strong attention to detail.
- Strong organisational and time management skills with the ability to multitask and prioritise effectively.
- Excellent written and verbal communication skills.
- Ability to work independently, anticipate needs, and proactively address challenges.
- Strong interpersonal skills and ability to work with a variety of people.
- Excellent team player.
- Flexible and adaptable.

Your values

You will embrace and demonstrate our values of:

- Safe and Supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

Working Arrangements

- Displays flexibility in working hours, with occasional need to work outside of core hours

Applying for this role

Studies have shown that women and people of the global majority are less likely to apply for jobs unless they meet every single qualification and requirement. Research also shows that many people with other protected characteristics also find it hard it much harder to gain employment

At St Oswald's Hospice we are dedicated to building a diverse and inclusive workplace.

So, if you are excited by the role but your past experience doesn't quite match every requirement, we encourage you to apply anyway. You may be just the person we are looking for!