



Job Description



Job Title:	Personal Assistant & Office Manager
Location:	Rugby
Hours:	Full Time – Flexible Hours
Responsible to:	CEO
Key working Relationships:	CEO, Trustees, Leadership team, colleagues, external organisations

Our mission is to support disabled and disadvantaged people of all ages in transformational and empowering ways to live fulfilling and inclusive lives.

About the organisation:

Circles Network is a UK wide voluntary organisation renowned for building inclusive communities on the foundations of justice, advocacy, empowerment, and friendships.

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Our work is organised into four key segments:

- Circles Community
- Circles Advocacy
- Circles Equine
- Circles Academy

We are dedicated and passionate individuals who are committed to delivering high-quality support and our values of inclusion are at the heart of everything we do.

The Values of Inclusion

All the work carried out by Circles Network is underpinned by a strongly held set of values and beliefs known as the values of inclusion. This philosophy, where all people, regardless of ability, are seen to be citizens of worth, drives us in our mission to support.

- Everyone has a voice and the right to be heard.
- All people have dreams and aspirations.
- All people have capabilities and qualities.
- All people should have power and control over what they do now and in the future.
- The whole community can benefit from embracing diversity.
- All people should have the opportunity to lead ordinary and valued lives.
- All people have the right to live and be part of the community.
- All people need friendships and independent relationships, a natural support network.
- All means All.

Summary:

A vital role in a busy central office team providing personal and administrative assistance to the Chief Executive and Circles Network. This team member will liaise with a small team of administrators/managers and ensure professional provision of appropriate administrative support, promotion and essential communication is available throughout the organisation. It is vital to ensure that the ethos of the organisation and its values and beliefs are upheld at all times.

Main duties and responsibilities:

Personal Assistant Duties

- Liaise daily with the Chief Executive, ensuring a constant flow of communication.
- Provide personal and administrative assistance to the Chief Executive, including diary management, travel arrangements, meeting co-ordination, and external correspondence. Provide efficient typing, filing, Microsoft teams meetings and paperwork management support.
- Respond to calls and e-mails as appropriate and manage communications to and from the Chief Executive. Ensure that all correspondence received by the Chief Executive is responded to in an appropriate and timely manner by:
 - Responding to correspondence on behalf of the Chief Executive as required.
 - Researching and drafting replies for the Chief Executive's approval and signature. This may involve seeking drafts from appropriate managers, Trustees and/or project team members.
 - Passing correspondence to the senior managers for a reply on behalf of the Chief Executive.
 - Assisting the Chief Executive in collecting, collating and presenting a variety of information, including drafting reports and presentations of power point displays. Proof reading, excellent spelling & presentation is vital.
 - Preparing information, both verbal and written, for external or internal meetings, researching background material, seeking information from colleagues as necessary.
- Maintain links and regular contact with team members and the senior leadership team, ensuring the Chief Executive is well supported in all aspects of her work.
- Undertake cover or support for other colleagues during times of exceptional pressure and absence as required by the Chief Executive and undertake such duties commensurate with the post as directed by the Chief Executive. Protecting the time & efficiency of the CEO ensuring she isn't unnecessarily delayed by calls & visits.

Board of Trustees

- Supporting the Chief Executive in liaising with senior team members or Trustees, including; acting as a first point of contact in regards to progress and status

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- reporting, information and confidential matters.
- Arranging coaching sessions, Board and senior leadership meeting schedules.
 - Service meetings, as required, through the production and distribution of relevant documentation and through production of high-quality minutes or notes.
 - Prepare Board reports and packs and distribute ahead of meetings.
 - Support the Lifecare Trust, Circles Network's sister organisation, with Trustee meetings and basic administration when needed.

Administrative Duties

- Ensure effective administrative support is provided for team members, actively contributing to interview and selection. Ensure core annual leave and sickness periods are covered appropriately alongside the leadership team.
- Proof read tender, grant and report documents for the senior management team.
- Hold and file essential documents and implement document & data, control cleaning procedures.
- Support event management processes for both internal events and those for external delegates.
- Provide marketing support for Circles Academy and all projects and products where necessary.

Office Management

To ensure the hub at Rugby works efficiently & effectively with adequate staffing & cover.

This includes:

- Purchasing supplies cost effectively.
- Supporting visitors, ensuring their safety & well-being.
- Project managing, various new & on-going projects.
- Initiating & expediting work flow between various team members & organisations.

Person Specification:

Qualifications and Training:

- Degree or equivalent is essential.
- A further qualification in business or office administration would be an advantage.

Experience:

- Experience of working in a similar role, reporting to senior management and working in a team.
- Experience of writing bids, tenders, reports & proof reading.
- Superb written & verbal communication skills.
- Strong time management skills & project management.

Personal Attributes:

Competence - to have the ability to carry out your work efficiently and effectively.

- Ability to multi-task and switch between tasks regularly and competently
- Good eye for detail and ability to consider the bigger picture
- Ability to assimilate and prioritise information quickly, and provide concise briefings by phone and in notes.
- Logical thinker with ability to organise self and others confidently, ensuring that tasks are completed with utmost efficiency, highest quality, and by set deadlines
- Ability to produce high-quality reports and documents
- Efficient time management skills

Commitment - to show dedication and attentiveness towards those you support and the wider organisation.

- Diplomacy and superb interpersonal skills, as well as ability to relate to diverse groups of people

Care and Compassion - to understand how other people may be feeling, showing concern/interest in their issues and lives.

Communication - to be able to successfully share ideas, feelings and information.

- First class communication skills, both oral and written

Creativity - to use imagination and original ideas to support the development of your work.

- Proven track record of setting up and maintaining effective organisational systems
- Superb IT skills, including accurate and fast typing and word-processing, spreadsheets, Internet, e-mail, social media, and file management skills
- Flexible approach and ability to adapt to changing environments.
- Be solutions focused and think outside the box.
- Ability to generate and be more self-motivated to complete tasks.
- To do whatever it takes to complete tasks on time at a quality level commensurate with requirements.

Intuition and Self Awareness - to understand instinctively those you support and be aware of the impact you have on others.

- A professional and outgoing approach to work, with proactive and positive attitude to challenges

Authenticity and Integrity – to be an honest and genuine person.

- Utmost loyalty, honesty and integrity, as well as understanding of and commitment to the values and beliefs underpinning the work of Circles Network
- Strictest ability to hold confidentiality and handling of sensitive company and employee information.

Connection - to show connection in your relationships.

- An excellent ability to pre-empt what the CEO might need and support them exquisitely