

**ROLE DESCRIPTION: Personal Assistants and Governance Officer**

<p><b>Reports to:</b> Senior People and Resources Business Partner</p>	<p><b>Responsible for:</b></p> <ul style="list-style-type: none"> <li>- Comprehensive PA &amp; Governance services to the Managing Director and Executive Leadership Team (ELT)</li> <li>- Liaison between the 54N Executive Team and 54N Board and Committees</li> <li>- Supporting Board and Committee recruitment, development, planning and action tracking.</li> </ul> <ul style="list-style-type: none"> <li>- Liaison between the 54N Executive Team and Karbon Group Leadership &amp; Management Team</li> <li>- Liaison with the Group governance team and maintaining the 54N Probity policies and registers</li> </ul>	
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**Role purpose:**

To be an enthusiastic colleague, committed to providing the highest possible standard of service to the Managing Director (MD) Executive Leadership Team (ELT), Board and colleagues, and giving guidance, support and direction as appropriate.

To be responsible for delivering the highest possible standard of PA and Governance services, support and advice for the team. Individuals in the team will lead on providing support to the MD/ELT or Governance activities.

To identify opportunities for improvement and address any concerns, providing guidance/training/ feedback to support service delivery.

Act as a positive member of the People and Resources Team, collaborating with other colleagues across departments and supporting a culture that delivers results and service excellence, and promotes 54 North Homes' values and brand.

**Key responsibilities:**

**Teamwork:**

1. Contribute to the success of your team through the delivery of PA and administrative services, as a member of the Corporate Services Team
2. Collaborate with, and support others in the team, creating a team environment that enables everyone to perform at their best.
3. Act as a role model for 54North Homes' Colleague values and culture.
4. Embrace organisational and cultural change and service improvement, through collaboration and implementation of service strategies and plans.
5. Adopt and embed changes to policies, procedures and ways of working at 54North Homes to ensure we continually improve and become more efficient.

**Delivery:**

6. To provide a full PA and administrative service to the MD/ELT as required, to include the following responsibilities, which is not an exhaustive list:
  - Produce high quality and proactive correspondence, reports and other documents, working on own initiative to draft responses where appropriate, and re-routing correspondence to relevant people.
  - Proactively manage diaries, telephone calls, and written correspondence, assessing priority and responding or taking alternative action as appropriate.
  - Act as a key liaison between the Board, Directors, Management Team and other colleagues to set up meetings and events, and ensure documents are available.
  - Liaise with the Chair and Karbon Group colleagues to develop and maintain the annual schedule and work plan for Board and committee meetings. Provide support for meetings including preparation of agendas, pre-meeting briefings, preparation of papers, minutes and actions arising. Ensure the provision of a high quality and professional office hospitality to visitors, the Board, and Directors.
  - Responsible for ensuring timely travel and subsistence arrangements are made for the ELT, including public transport, hotel bookings, meals and any other professional requests.
  - Assist in the recruitment, induction and development of Board and Committee members and coordinate agreed induction / training requirements, including documentation.
  - Support the delivery of the Board's (and committees') regular review of effectiveness, including skills matrices, appraisals and collective review.
  - Support the production of regular self-assessments against the Regulatory Standards and Codes of Governance and Conduct.
  - Maintain the range of 54N governance policies and probity registers (including gifts & hospitality and interests), the Seal Register and support the development and maintenance of the 54N Assets and Liability Register.
  - Proactively manage progress monitoring against Board and Committee action logs in liaison with the Managing Director, Executive Leadership Team and Managers.
  - Manage the content of the governance area of the association's website and intranet ensuring this is up to date and compliant.
  - Co-ordinate the processing of Board and Committee member expenses
  - Co-ordinate the 54N handling of Disrepair and Insurance Claims.
  - Provide cover for other members of the Corporate Services team.
7. Liaise with colleagues to ensure that the Executive Leadership Team and Board have relevant documents for meetings as required, and that the Directors are aware of any arrangements affecting the governance of the Board.

8. Support the 54N Leadership team with any corporate events management, including bookings, venue arrangements, equipment, communications, delegate details and facilitation as required.
9. To work on behalf of the Directors on projects, contributing as required to ensure the efficient working of the group.

**Organisation wide:**

10. Deliver value for money, and make the best use of resources to deliver the best outcomes
11. Deliver operational excellence, driving continuous improvement and innovation.
12. Comply with all organisational policies and procedures.
13. Help to create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
14. Promote the values of 54North Homes and demonstrate a high level of commitment to diversity and inclusion through engagement and allyship.
15. Help to ensure that 54North Homes complies with all legal, regulatory and health and safety requirements. (Challenge any unsafe behaviours and practices)

The PA and Governance Officer role is part of the Resources Team. As with all colleague positions, there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

**PERSON SPECIFICATION: Personal Assistant & Governance Officer**

This section outlines the qualifications, experience, skills, and behaviours needed to perform and succeed in the role. In addition to the right skills and experience, we want colleagues to work in line with our values and behaviours, which underpin everything we do.

**Experience and qualifications:**

- a. A strong record of demonstrable achievement in service delivery of secretarial, PA services or Governance services (E)
- b. Experience in working in partnership with internal (and external) stakeholders to deliver excellence (E)
- c. Experience in collaborating and working as part of an effective team (E)
- d. Experience in research, analysis and report writing (D)
- e. Relevant PA, secretarial, governance or legal qualification, or equivalent work experience (E)
- f. Evidence of continuing professional development (D)
- g. Full, valid driving licence (D)

**Knowledge:**

- h. Comprehensive working knowledge of PA and PA services (E)
- i. Understanding of Executive governance practices and issues (E)
- j. Understanding of Board governance practice and issues (D)

**Skills:**

- k. Ability to use judgement and take ownership of decision-making (E)
- l. Ability to deliver services in line with service level agreements or service standards (E)
- m. Ability to interpret, analyse and produce relevant management information (E)
- n. Ability to manage risks and make sound judgements, not being risk averse (E)
- o. Good level of written, presentation and interpersonal communication skills (E)
- p. p. Ability to plan and organise work to a high standard (E)

**Attributes:**

- q. Enthusiasm and commitment to deliver excellent customer service (E)
- r. Transparent and open, acting with integrity and ability to build high levels of trust (E)
- s. Committed to diversity and inclusion (E)
- t. Champions innovation and encourages ideas (E)
- u. Resilient and able to work under pressure (E)
- v. Collaborative and inclusive (E)
- w. Actively role model and champion the 54North Homes vision, values, and purpose (E)