Role Description
Personal Assistant

National Deaf Children's Society

Personal Assistant to Chief Income & Marketing Officer

This role sits within the C-Suite and is supported by the Senior Executive Assistant.

Salary range:	**£32,513 - £34,000 per annum Step B**
Hours:	**35 per week**
Location:	**Home-Based**
Contract:	**12-month fixed term**
Disclosure Level:	**Basic**

About the PA Chapter

The PA chapter provides coordinated personal assistant, administrative and project support to senior leaders and colleagues across the organisation. Working collaboratively, the team helps manage day-to-day priorities, supports the delivery of specific projects and shares knowledge and consistent ways of working.

About the role

This is a fixed-term role providing high-quality personal assistant and business support, primarily to the Chief Income & Marketing Officer.

Working closely with the Senior Executive Assistant to the CEO and wider PA team, you will help ensure that priorities, commitments and day-to-day activities are managed effectively.

As we review our future PA support model, you will also provide flexible support across the organisation where it is most needed. This may include supporting other senior leaders, providing short-term cover or responding to changing organisational priorities. Any wider support will be coordinated through the Senior Executive Assistant to ensure clarity and effective prioritisation.

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What a day in the life of a Personal Assistant might look like:

- Providing high-quality PA and administrative support, primarily to the Chief Income & Marketing Officer.
- Managing complex diaries with appropriate autonomy, balancing competing priorities and resolving scheduling conflicts.
- Managing the Chief Income & Marketing Officer's inbox, organising correspondence, identifying urgent matters and drafting or sending routine responses within agreed authority.
- Preparing reports, presentations, briefings and confidential correspondence.
- Arranging meetings, prepare agendas, coordinate papers and ensure agreed actions are captured and followed up.
- Managing/updating monthly fundraising calendar of regular tasks.
- Overseeing supplier contracts status and chase for progress updates.
- Budgeting/reforecasting: being the point of contact for finance, checking/correcting templates, scheduling in necessary prep work for budget holders, sending reminders, booking in review time.
- Maintaining organised electronic filing systems, records and documentation.
- Monitoring deadlines, outstanding actions and commitments, ensuring timely follow-up.
- Providing regular updates and briefings, highlighting emerging priorities or decisions requiring attention.
- Liaising professionally and confidentially with senior colleagues, trustees, suppliers, partners and other external stakeholders.
- Arranging UK business travel and accommodation. Sourcing best value for money for the charity.
- Researching external venues, sourcing best value for money and liaising with venue staff and facilitator on logistics. Booking communication support for attendees where needed.
- Processing and submitting expenses.
- Working collaboratively with the Senior Executive Assistant to the CEO and wider PA team, sharing information and contributing to consistent ways of working.
- Providing short-term cover or additional PA and business support to other senior leaders or teams when required, with priorities coordinated through the Senior Executive Assistant.
- Adapting flexibly as organisational needs and the future PA support model develop during the fixed-term appointment.
- Handling sensitive and confidential information with discretion, sound judgement and appropriate awareness of information governance requirements.

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- Undertaking other reasonable duties that are consistent with the purpose and level of the role.

Who are you?

- You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment.
- You have a can-do attitude and are focused on achieving outcomes.
- You have an open mindset and embrace new concepts and ideas.
- You're adaptable within a changeable environment.

What will be in your toolkit?

- You will be an organised, proactive and adaptable professional who can provide calm, reliable support in a busy and changing environment.
- A commitment to the organisation's culture.
- Comfortable with ambiguity.
- An enthusiasm for giving and receiving continual feedback.

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Person Specification

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Essential Criteria		How it is measured
A – Application *I – Interview* *T – Test or Presentation* *Q - Qualification*		
1.	Previous experience in a personal assistant, executive support, administrative or comparable business support role.	A / I
2.	Strong diary and inbox management skills, including experience of balancing competing priorities and resolving scheduling conflicts.	A / I
3.	Excellent written and verbal communication skills, with the ability to draft clear, professional correspondence.	A
4.	Strong organisational and prioritisation skills, with the ability to manage multiple tasks and meet deadlines.	A/I
5.	High levels of accuracy and attention to detail.	A / I
6.	Sound judgement and discretion when handling sensitive or confidential information.	I
7.	A proactive approach, with the ability to anticipate requirements, identify potential issues and recommend practical solutions.	I
8.	Confidence working with and communicating with senior colleagues and external stakeholders.	A /I
9.	The ability to work independently while contributing positively to a collaborative PA and business support team.	A / I
10.	Flexibility and resilience, with the ability to respond constructively to changing priorities and support needs.	A / I
11.	Confidence using Microsoft 365 applications, particularly Outlook, Word, Excel, PowerPoint and Teams.	A / I
12.	Experience of arranging meetings, travel and accommodation and processing expenses.	A / I

Desirable Criteria		How it is measured
A – Application *I – Interview* *T – Test or Presentation* *Q - Qualification*		
1.	Experience of supporting a senior leader or leadership team.	A/I
2.	Experience of providing support across more than one senior leader or business area.	A/I
3.	Familiarity with SharePoint and Microsoft Copilot.	A/I
4.	Advanced knowledge of Microsoft Excel.	A/I
5.	Experience of contributing to improvements in administrative or PA processes and ways of working.	I

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