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Until 2022



20 December 2021

Dear Applicant

Thank you for your interest in the post of **Personal Assistant**

In this pack you will find:

- Job Description
- Person Specification

On our website you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that **CVs will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form together with your completed monitoring form should be sent to arrive **no later than 9:00am on 17 January 2022**, by email to recruitment@metrocharity.org.uk. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. We cannot accept applications by post at this time.

Interviews, likely held over Zoom, will take place in the **week beginning 24th and/or 31st January 2022**.

For further information regarding this post please contact Naomi Goldberg on **020 8305 5000** or **by email naomi.goldberg@metrocharity.org.uk**.

We look forward to hearing from you.

Best wishes

Andrew Evans, Interim CEO

METRO Woolwich
1st Floor Equitable House
7 General Gordon
Square
London
SE18 6FH

METRO Vauxhall
N206 Vox Studios
1-45 Durham Street
London
SE11 5JH

METRO Essex
Suite 1 Perception House
50B Duke Street
Chelmsford
CM1 1JA

METRO Gillingham
Long Catlis Road
Parkwood, Rainham
Gillingham
Kent
ME8 9PR

METRO GAD
The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO Surrey
Flat 1-3
The Old Bakery
South Road
Reigate, Surrey
RH2 7LB

Job description

Key details

Job title	Personal Assistant to Senior Management Team
Employment status	Full-time
Duration	Initially one year with the possibility of extension
Salary/Wage	£27,363 pa
Hours	35 hours a week, Monday – Friday with some occasional evening and weekend working.
Line manager	Director of Strategy
Coordinated by	NA
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main locations of work are METRO Woolwich and METRO New Cross, but will be required to attend other METRO spaces as required. The post holder will also be able to work from home for some of the time

Job outline

As a Personal Assistant (PA), you will work closely with the Senior Management Team (SMT) of METRO to provide administrative support. You will assist SMT members in making the best use of their time by dealing with secretarial and administrative tasks.

Main tasks

- Devising/maintaining office systems, including data management, meeting dates and filing
- Arranging travel and accommodation, and travelling with the SMT member
- Taking notes at meetings and writing these up as formal notes/minutes
- Providing general assistance during events, meetings and presentations
- Meeting and greeting visitors
- Attending meetings with SMT members, organising and maintaining diaries and making appointments
- Dealing with email, often corresponding on behalf of the SMT member
- Supporting the organisation's formal feedback process
- Provide secretariat support to working groups, including the Race Equality Advisory Group
- Carrying out background research and presenting findings

- Producing documents, briefing papers, reports and presentations
- Organising and attending meetings and ensuring the SMT member is well prepared for meetings
- Liaising with clients, suppliers and other staff
- Supporting SMT with administration of the Board of Trustees and its members

Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance Policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training Modules as indicated by your line manager.
5. Attend regular supervision, and undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by the Manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview/ test
Equivalent of 2 years administrative experience	Able to work in the evening and weekends when necessary	Essential	Application
Has used Word, Outlook and Excel extensively and proficiently in previous roles	Attention to detail	Essential	Application and test
Has learnt to use a range of other software packages/social media	Able to undertake simple research, digest, analyse and present material clearly and concisely	Essential	Application and test
Understands the importance of discretion and confidentiality in the role	Honest and reliable	Essential	Application and interview
	Flexible and adaptable	Essential	Application and interview
Understands the importance of diversity and equality	Able to communicate effectively with a range of different types of people	Essential	Application and interview
At least 6 months experience of working under pressure and to tight deadlines	Able to self-organise and effectively time manage	Essential	Application , interview wand test
Experience of improving office systems		Essential	Application and interview